

National Park Service  
U.S. Department of the Interior



National Capital Parks - Central  
Washington, DC

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## Scoping Report

# Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas

PMIS No. 89062A

March 2005

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*Prepared for:*

**National Park Service**

National Capital Parks - Central  
Washington, DC

*Prepared by:*





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## INTRODUCTION

### PROJECT BACKGROUND AND DEFINITION

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The National Park Service (NPS) has provided visitor transportation within the National Mall and Memorial Parks, and between the National Park Service and other federal sites since 1969. This service is also the only provider of visitor transportation within the Arlington National Cemetery (ANC). The original National Park Service concession contract to provide visitor transportation expires in December 2005. A two-year extension is in place to continue providing service through 2007. It is the responsibility of the National Park Service to determine whether such a visitor transportation system is still needed; to identify and analyze a full range of mechanisms for providing service if still needed; and to explore and evaluate a variety of service characteristics, routes, and destinations to create an affordable, sustainable, convenient, safe and educational system for visitor transportation that offers a desirable option (that reduces congestion) to the use of private vehicles.

A study for an *Alternative Transportation System (ATS) Vision for Memorial Core, Washington, DC* was initiated in November 2001. Information developed included the review of previous studies, preparation of a public involvement plan, passenger demand analysis, development of preliminary transportation service concepts, design considerations and review of potential funding sources. This initial effort was temporarily discontinued so that additional research could be conducted on visitor profiles, preferences and needs regarding transportation services in the Washington, DC area. In addition, research was also conducted on the local tour market and national/international practices on visitor transportation services.

With a more comprehensive set of background information, the National Park Service re-initiated a visitor transportation study in August 2003. The public involvement phase began in February 2004 and will continue throughout the project. As the National Park Service contract for the current concession service comes to a close in 2007, the National Park Service is exploring through the *Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas* (Visitor Transportation Study) whether visitor transportation services are still needed; and if so what type of vehicles, routes, services, fuels, and visitor experiences are desired.

### STUDY AREA

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The project study area includes the Washington, DC visitor core, Arlington National Cemetery and other major National Park Service or natural and cultural visitor destinations throughout the National Capital region. The visitor core area (see Figure 1) is primarily comprised of the National Mall including museums, memorials, and the White House.





Washington, DC downtown areas with visitor destinations are also considered to be part of the visitor core. Remote National Park Service or other natural and cultural sites throughout the region were also considered as potential destinations for visitor transportation services.

## **PROJECT PURPOSE AND NEED**

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The purpose of the project is to protect park resources and enhance visitor experience and education by providing a sustainable, integrated and affordable transportation system for visitors to the national parks and other visitor sites in the Washington, DC area. The Secretary of the Interior, through the National Park Service, is responsible for providing an interpretive visitor transportation system for the National Mall and memorial parks, and among National Park Service and other visitor sites in the Washington, DC area. Visitors currently use a range of transportation modes and services that are not consistently integrated or linked to visit both National Park Service and non-National Park Service destinations. A large number of visitors continue to use private automobiles to access their destinations despite the extremely limited availability of parking spaces near these locations. Visitors typically travel to multiple destinations on each day of their visit and distances between primary visitor destinations are often too great for visitors to walk comfortably and conveniently. Long-term regional planning goals for Washington, DC include the reduction of vehicle congestion on the roads between and surrounding National Park Service sites and other federal visitor destinations, improved air quality, and the provision of visitor parking facilities outside the primary visitor destination areas with increased visitor use of transit instead.

## **TRANSPORTATION SYSTEM GOALS**

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- An identifiable, high quality transportation system meeting National Park Service policy goals and using design sensitive to the context of our Nation's Capital.
- A convenient, sustainable transportation system to and among existing and future National Park Service sites and other visitor destinations in the Nation's Capital, meeting mobility needs and enhancing visitor enjoyment.
- A transportation system with visitor orientation and educational interpretation services to promote an awareness and understanding of the significance of our Nation's Capital and its memorials, landmarks and rich cultural heritage.
- A visitor transportation system that supplements, supports and is integrated with the existing urban transportation network and that maximizes direct and convenient connections to mass transit (Metrorail) and other transportation systems (i.e. roadways and parking facilities, and other commercial, private and public service providers).



- A model transportation solution that creatively explores all opportunities to work or partner with government agencies and public and private transit service providers to help fulfill the mission of the National Park Service.
- An easy-to-use transportation ticketing and payment system that is affordable, flexible and coordinated with other transportation providers.

## **NPS TRANSPORTATION POLICY**

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The National Park Service has a number of policies related to transportation (NPS *Management Policies 2001*). “The National Park Service will, where appropriate, emphasize and encourage alternative transportation systems, which may include a mix of buses, trains, ferries, trams, and—preferably—non-motorized modes of access to, and moving within, parks. In general, the preferred modes of transportation will be those that contribute to maximum visitor enjoyment of, and minimum adverse impacts to, park resources and values. The National Park Service will explore transportation systems if a project:

- Is appropriate and necessary to meet park management needs or to provide for visitor use and enjoyment;
- Is designed with extreme care and sensitivity to the landscape through which it passes;
- Will not cause unacceptable adverse impacts to natural and cultural resources, and will minimize or mitigate those that cannot be avoided;
- Will not cause use in the areas it serves to exceed the areas’ visitor carrying capacity;
- Will incorporate the principles of energy conservation and sustainability;
- Will incorporate universal design principles to provide for accessibility for all people, including those with disabilities;
- Will take maximum advantage of interpretive opportunities and scenic values;
- Will not violate federal, state, or local air pollution control plans or regulations; and
- Is based on a comprehensive and multi-disciplinary approach that is fully consistent with the park’s general management plan.

The National Park Service will work cooperatively with other federal agencies; tribal, state and local governments; regional planning bodies; concessionaires; citizen groups, and others to design and promote alternative transportation systems for park access and circulation. In-park transportation systems should be linked to public transportation whenever feasible, through cooperation with public transportation agencies and gateway communities. A decision to provide visitor transportation systems will be based on a finding that the system:



- Is a cost-effective alternative to the construction, operation, and maintenance of additional roads, parking areas, and support facilities;
- Will reduce traffic congestion, noise, air pollution, and adverse effects on park resources and values;
- Will enhance the visitor experience by offering new or improved interpretive or recreational opportunities; by simplifying travel within the park; or by making it easier or safer to see park features; and
- Will conserve energy and utilize alternative fueled vehicles whenever practicable.

## **SCOPING PROCESS**

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### **National Park Service Project Development**

National Park Service “Project Development” is the use of National Park Service staff to decide what needs to be analyzed in the study process and included in a subsequent environmental document. The process is typically used to help formulate purpose and need, develop initial project goals, define issues and identify data needs. The process can also be used to brainstorm any connected, similar or cumulative actions associated with the proposed project; decide on the appropriate level of documentation; put together an appropriate public involvement strategy; and decide other features of the overall environmental process.

“Project Development” began in November 2001 with National Park Service internal meetings to discuss project needs, strategies and steps in project execution. National Park Service management staff also initiated meetings in March 2002 with various potential stakeholders in the visitor transportation study. During the development of preliminary transportation service concepts in July 2002, it was determined that additional research should be conducted on visitor profiles, preferences and needs regarding transportation services in the Washington, DC area. The *National Capital Parks Central, Washington, D.C. Visitor Transportation Survey* was subsequently developed during the Winter of 2002/2003 and administered during both the Spring (March 28 to April 2, 2003) and Summer (July 28 to August 2, 2003) seasons. Documentation of survey results and additional background studies completed during 2003 and 2004 are briefly described in the next section titled Transportation Planning/Environmental Compliance.

With more comprehensive background information, project development was revisited. A “Kickoff Meeting” was held at the National Park Service, National Capital Region in Washington, DC to identify issues and concerns about the next phase of the proposed project. Subsequent scoping meetings were held with National Park Service staff during December 2003 to develop project goals and coordinate activities for the Newsletter #1 and initial public open house meetings. After initial public meetings and public feedback from Newsletter #1, a three-day scoping and alternatives workshop was conducted with National Park Service staff during the month of February 2004.



### **External Scoping (Public Involvement)**

National Park Service *Director's Order (DO) 75A: Civic Engagement and Public Involvement* provides direction for the National Park Service's commitment to civic engagement, and to have all National Park Service units and offices embrace civic engagement as the essential foundation and framework for creating plans and developing programs. Civic engagement is continuous, dynamic conversation with the public on many levels that reinforces public commitment to the preservation of heritage resources, both cultural and natural, and strengthens public understanding of the full meaning and contemporary relevance of these resources.

Scoping is a process and not an event or single meeting. Examples of means to gather public input, other than through the use of a public scoping session, include direct mailings to park visitors, interested organizations, or park neighbors. Newsletters, advertisements in local or national media, open houses, or literature available for park visitors are also means of gathering early public input. Scoping with interested federal, state, and local agencies (including Indian tribes) is part of the internal scoping process. In order to address the National Park Service's commitment to civic engagement under DO 75A, external (public) scoping to determine the issues and concerns played an integral part of this project described under Public Involvement and Consultation, page 11.



## TRANSPORTATION PLANNING/ENVIRONMENTAL COMPLIANCE

### BACKGROUND STUDIES

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As part of the scoping process, the National Park Service reviewed previous studies addressing the local, national/international tour market, tour bus management, and visitor survey results. In addition, other relevant studies and documentation was also reviewed. The National Park Service will be considering all related plans within this study. Below is a brief description of the most current studies reviewed. Earlier relevant documents are listed at the end of the section.

- **Washington D.C. Local Comparables Report (National Park Service, July 2003).** The local comparables report for the Washington, DC tour transportation market provides an overview of comparable services to the visitor tour transportation services currently offered by the National Park Service through a concession contract with Landmark Services Tourmobile, Inc. (Tourmobile). The purpose of the local comparables report is to inform the decision-making process of the National Park Service in shaping future visitor transportation service(s) for the Memorial Core and other Washington, DC area National Park Service resources. The report is not an evaluation of either the currently provided services of Tourmobile or services provided by any other operator, nor does the report make service recommendations.

The overall tour transportation market for the Washington, DC metropolitan area is summarized using a range of local and national sources. The report includes an overview of the characteristics of the local tour transportation market: types of tour services and operators, and visitor characteristics.

The report covers three tiers of comparability to the existing Tourmobile service:

- 1) Primary Comparable, service of the same price range and equivalent service offerings;
- 2) Approximate Comparable, service of an adjacent price range and similar service offerings; and
- 3) Least Comparable, service of an exceptionally different price range and/or offering services of a different nature but still within the family of tour transportation.

Individual documentation of Washington, DC tour transportation operators is presented including where available, service and operational characteristics, estimated ridership information and cost of service.



- **District of Columbia Tour Bus Management Initiative (U.S. Department of Transportation, October 2003).** The objective of this initiative is to develop a plan that will ameliorate the long-standing problems associated with tour bus operations in Washington, DC (traffic conditions, the visitor experience, and the environment). The study was based on three major sources of information:
  - 1) a review of best practices in North American and European cities;
  - 2) interviews with tour bus operators and other stakeholders whose interests are affected by tour buses; and
  - 3) field observation of tour bus operations and impacts in the District.This report presents the results of the study, which consisted of an assessment of the problems associated with tour bus operations in Washington, DC and analysis of potential solutions to those problems.
- **National Capital Parks Central, Washington D.C. Visitor Transportation Survey (PriceWaterhouseCoopers, LLP, November 2003).** The primary objective of the survey research was to support the National Park Service in understanding the profiles, preferences and needs of visitors regarding transportation in the Washington, DC area. The results of this survey are used to assist the National Park Service in developing transportation planning recommendations for National Capital Parks - Central. The report includes an outline of the survey design and implementation (methods), presents the results of the study broken down by visitor profile, profile of trip characteristics, and perceptions of existing transportation services, preferences for future expanded or new transportation services and travel diary findings. Copies of both survey forms (Part I and Part II) used in this study are located in Appendix A.
- **Visitor Transportation Study: Report on Urban Visitor Transportation Services (U.S. Department of Transportation, February 2004).** This report is designed to assist the National Park Service in their efforts to manage visitor mobility, reduce the negative environmental impacts of visitor transportation, and plan for the next generation of visitor transportation services. This report reviews successful planning practices in visitor transportation from five case-study cities: Boston, Savannah, Orlando, Philadelphia, and London. Each city offers lessons in two overlapping areas of interest to the National Park Service: the design and operation of narrated visitor transportation services, and more broadly, methods of managing visitor transportation and mitigating its impacts. The report summarizes and synthesizes the findings from each of the five case studies.
- **National Park Service Existing Ridership Data, Alternative Transportation Planning Program (PriceWaterhouseCoopers, LLP, June 2004).** This report provides data for Landmark Services Tourmobile, Inc., the current visitor tour transportation service currently offered by the National Park Service, including:



- 1) Ridership: daily, monthly and annual ridership by route; total annual ridership from 1999 to May 2003; reciprocal tour relationships; ridership demographic characteristics; and negative factors impacting ridership;
- 2) Operations and maintenance: fleet information and equipment usage statistics; and
- 3) Financial viability of the service: financial statements.

### **Early Background Information**

- October Term, 1968, Supreme Court Ruling Number 19
- Federal Register, May 4, 2000, new concessions language
- Federal Register, April 17, 2000, Concession Contracts - Final Rule
- Concession Contract CC-NACC004-89 (including amendments and operating plan)
- Ridership figures for Tourmobile
- P. L. 105-391, Service-wide Concessions Contract Language
- Final Draft Transportation Study: Memorial Core, Washington, DC, 1997
- Visitor Study, Summer 1998, National Monuments and Memorials, Washington, DC
- Appendix, U. S. Capitol Visitor Center: Analysis of Pedestrian Traffic and Facilities, September 1999
- Comprehensive Design Plan and Draft Final Environmental Impact Statement (FEIS), White House and President's Park, September 1999
- Extending the Legacy, National Capital Planning Commission, 1997
- *Director's Order #12: Conservation Planning, Environmental Impact Analysis, and Decision-Making*
- Memorials and Museums Master Plan, National Capital Planning Commission, 2001

### **STUDY PHASES AND SCHEDULE**

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The overall project will be conducted in multiple phases with several opportunities for the public to provide input, ideas and feedback on project development. Current and subsequent study phases and their accompanying schedule are presented in a general project timeline below (Table 1).



**Table 1 Visitor Transportation Study Schedule**

Activity	Schedule
<ul style="list-style-type: none"> <li>• Visitor Surveys</li> <li>• Best Practices Studies</li> </ul>	<ul style="list-style-type: none"> <li>• Spring 2002-Winter 2003</li> </ul>
<ul style="list-style-type: none"> <li>• Scoping</li> <li>• Newsletter #1</li> <li>• Public Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• February 2004</li> </ul>
<ul style="list-style-type: none"> <li>• Define Range of Alternatives</li> <li>• Newsletter #2</li> </ul>	<ul style="list-style-type: none"> <li>• Fall 2004</li> </ul>
<ul style="list-style-type: none"> <li>• Value Analysis /Choosing by Advantages</li> </ul>	<ul style="list-style-type: none"> <li>• December 2004</li> </ul>
<ul style="list-style-type: none"> <li>• Prepare Environmental Assessment (EA)</li> <li>• Refine Preferred Alternative</li> </ul>	<ul style="list-style-type: none"> <li>• Winter 2004-2005</li> </ul>
<ul style="list-style-type: none"> <li>• EA Completed</li> <li>• Public Meeting and Comment</li> </ul>	<ul style="list-style-type: none"> <li>• Spring 2005</li> </ul>
<ul style="list-style-type: none"> <li>• Implementation Plans</li> <li>• Contracts and Related Construction</li> </ul>	<ul style="list-style-type: none"> <li>• 2005-2007</li> </ul>
<ul style="list-style-type: none"> <li>• New Service Contract, Partnership or Regulation Begins</li> </ul>	<ul style="list-style-type: none"> <li>• Winter 2007</li> </ul>



## PUBLIC INVOLVEMENT AND CONSULTATION

Public involvement included a visitor survey, newsletter, public meetings, consultation with public agencies and organizations, and a project website. These efforts have allowed the project team to identify what the public feels is important to the National Mall and surrounding park areas. Figure 2 on the following page illustrates the public involvement process by identifying the phases for integrating the public into the planning process.

### VISITOR SURVEY

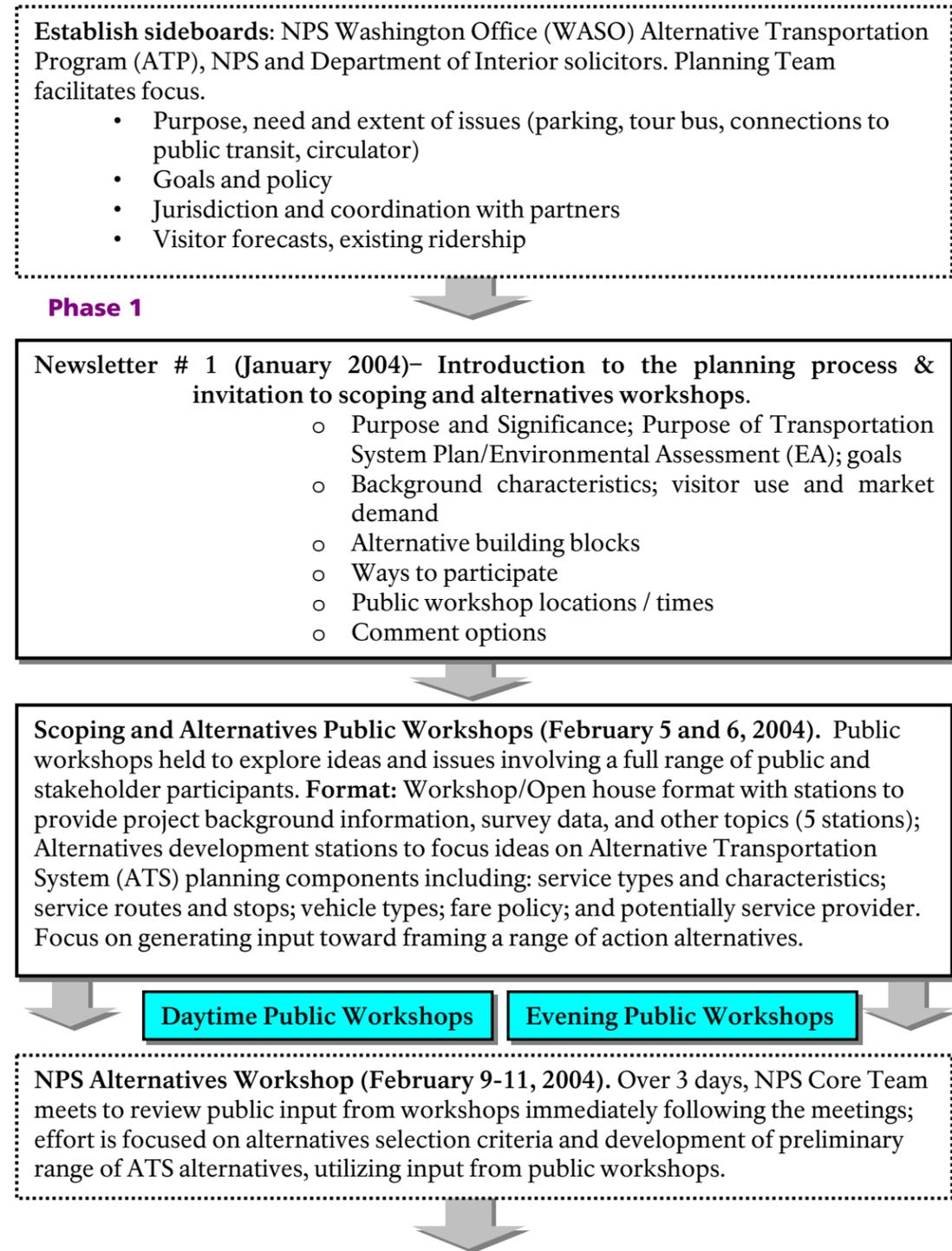
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PriceWaterhouseCoopers and ETC Institute conducted a Visitor Transportation Survey (Survey) in the Spring and Summer of 2003. See Appendix A for copies of both survey forms used in the study. This public outreach effort was conducted to help the National Park Service understand the profiles, preferences and needs of visitors regarding transportation in the Washington, DC area. Key findings from the survey are highlighted below, and the overall results will be used to help guide the visitor transportation study process.

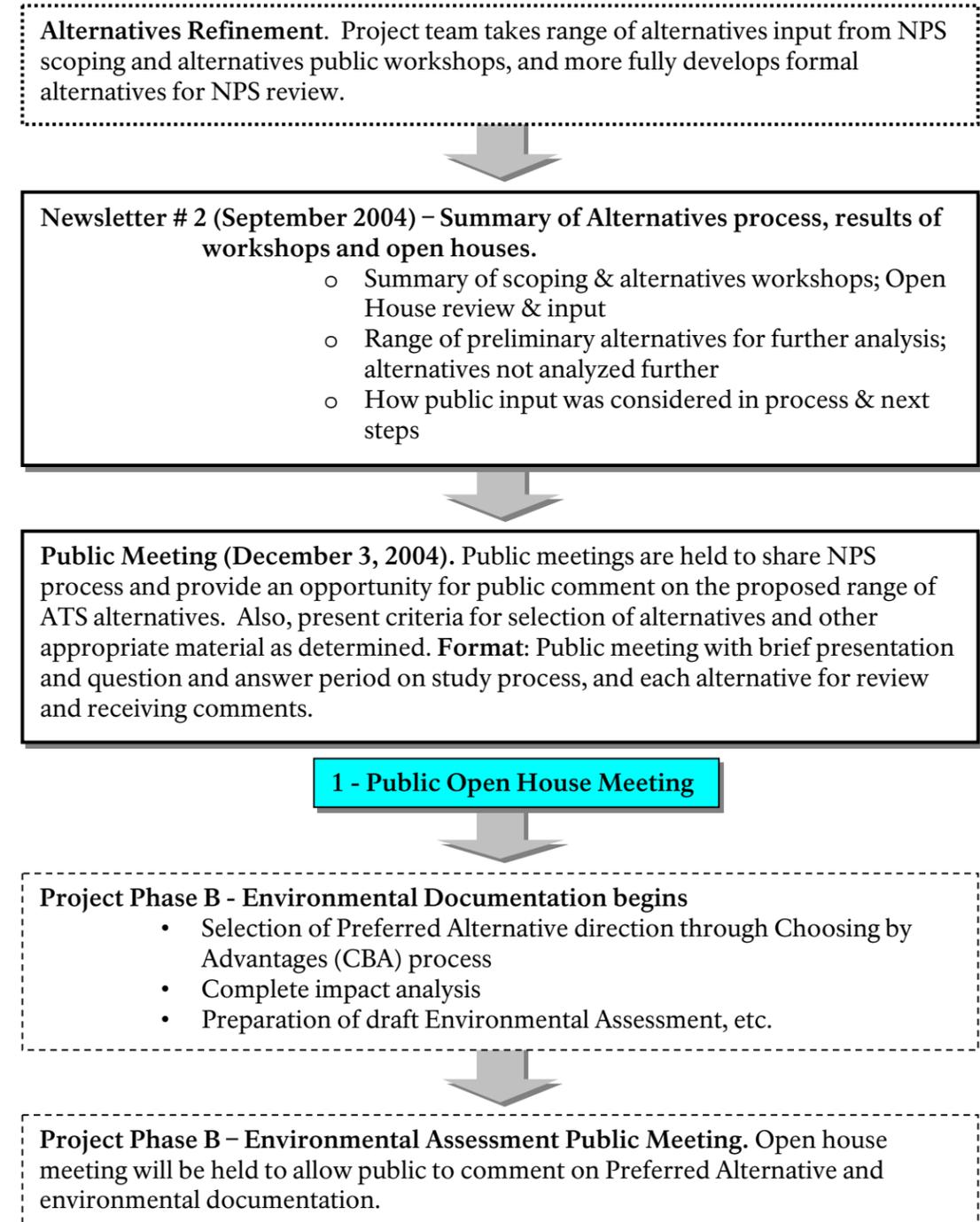
- Approximately 87 percent of visitors travel with a group made up of family members, friends or business associates.
- The majority (60 percent) of respondents spent two to four days visiting sites in the focus area of the study.
- Survey respondents visited an average of five attractions per day.
- Twenty-four percent of respondents indicated that they were individuals in their travel party who could only walk limited distances due to age (young or old) or physical condition.
- About one-third of the respondents indicated that this was their first trip to the Washington, DC area.
- The survey indicates that the majority (63 percent) of visitors make transportation planning decisions after they arrive, rather than in advance of their trip.



**Figure 2 Public Involvement Process Chart**



**Phase 2**





## **NEWSLETTER #1**

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In January 2004, the National Park Service distributed a newsletter describing the Washington, DC visitor transportation study (see Appendix B). The newsletter presented the purpose, need and goals of the study, the transportation planning process, a history of National Park Service visitor transportation, summary of the National Park Service visitor transportation survey, policy guidance for the National Park Service, local comparables report summary, best practices case study for urban visitor transportation and a discussion of essential “building blocks” for developing potential transportation services. A comment response form was also included in the newsletter (see Appendix C). This form asked for comments and feedback on some of the information presented in the newsletter. In particular, the National Park Service tried to encourage specific input on the study goals, future services, and some of the transportation “tools” used in other communities. The National Park Service was also interested in hearing from the public what approaches to visitor transportation are important to consider and explore for this visitor transportation plan. Public comments are included in Appendix D and Public Agency letters in Appendix E.

The mailing list for Newsletter #1 and project correspondence was developed from recent planning and public outreach efforts conducted by the National Park Service, National Capital Parks - Central and National Capital Region. The mailing list also included federal, state and local public and private agencies that have been involved in active coordination with the National Park Service on local and regional planning and management activities.

## **PUBLIC MEETINGS**

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Formal public meetings were held in February 2004. Two meetings were held on February 5, 2004 at the Old Post Office Pavilion located in Washington, DC, and two meetings were held on February 6, 2004 at the Women in Military Service for America Memorial located in Arlington, VA. These meetings were held to help the planning team gather information for the transportation study. The meetings were the primary opportunity for all groups and agencies to provide feedback to the National Park Service on project scoping and development of alternatives for future services; and the meetings provided a variety of types of information related to the study.

These general public meetings were “workshop” type meetings, reaching out to a much broader range of public stakeholders and interest groups. The meetings included five workshop stations, each staffed by members of the study’s planning team who were available to answer any questions or to provide additional information. The information provided at each station is briefly described below.



- **Station One - Greetings/sign-in:** Sign-in sheets, official National Capital Parks - Central/National Capital Region Park brochure, comment sheet, and copy of Newsletter #1 was provided.
- **Station Two - Planning Background:** Project's purpose statement and goals, orientation map (National Park Service brochure map that includes attractions, Tourmobile route, planned attractions, and a regional map), summary of the Visitor Survey taken during the Spring and Summer of 2003, and a summary of the comparables report, *Visitor Transportation Study: Report on Urban Visitor Transportation Services* was provided.
- **Station Three - Other Related Planning:** A list of completed and on going related planning efforts was provided.
- **Station Four - Alternatives Development:** National Park Service brochure map, Aerial map (illustrating Tourmobile route/stops, National Park Service property, Metrorail lines, and Metrobus stops), Alternative Building Blocks, and a legend poster with desired alternative input from meeting participants was provided. Subjects covered at this station included vehicle technology and types, routes and stops, and service concept.
- **Public Feedback/Comments:** An opportunity to submit comment sheets was provided as well as a list of ways to participate in the project and how to track the on-going status of the project.

## **PROJECT WEBSITE**

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A project website has been developed and made available online (<http://www.planning.nps.gov/parkweb/default.cfm?RecordID=167>). The website will be used throughout the project development process, continuing through the environmental assessment portion of the National Environmental Policy Act (NEPA) process. The website provides project information, timeline, ways to participate in the planning process, and links to documents related to the project. As alternatives are developed and presented to the public, the web page will facilitate input from the public through an online communication tool. This tool will supplement other options for public comment, which include electronic mail, postal service, and telephone contact opportunities.

## **RELATED PLANNING STUDIES AND OUTREACH TO PUBLIC AGENCIES AND ORGANIZATIONS**

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In Newsletter #1, the National Park Service also invited any interested party currently conducting related planning for transportation or visitor services for the Washington, DC area to prepare an informational exhibit for display purposes only at the public meetings. These exhibits were registered with the National Park Service, National



Capital Parks - Central prior to the meetings. The following informational exhibits were prepared and displayed by other agencies, organizations and individuals at the February 2004 public meetings:

- Tourmobile: *Current National Park Service Visitor Transportation Services*
- National Capital Planning Commission: *Circulator Study*
- Downtown D.C. Business Improvement District: *Circulator Study*
- Washington Metropolitan Area Transit Authority: *Anacostia Light Rail Project & K Street Busway*
- District Department of Transportation: *District of Columbia Bicycle Master Plan*
- Washington Area Bicycle Association: *Recommended Bicycle Improvements*
- MetroBike, LLC: *National Mall Bike Sharing Concept*

Other related planning efforts in the project area not represented at the public meetings include:

#### **Federal Planning Initiatives**

- Extending the Legacy: Planning America's Capital for the 21st Century (completed)
- Comprehensive Plan for the National Capital (completed)
- Federal Capital Improvement Program
- Memorials and Museums Master Plan (completed)
- Urban Design and Security Plan (completed)
- South Capitol Street Urban Design Study
- Smithsonian Mall-wide Security Plan

#### **New Projects and Visitor Destinations**

- Washington Monument Security Improvements
- Lincoln Memorial Security Improvements
- Jefferson Memorial Security Improvements
- World War II Memorial (completed)
- Martin Luther King Jr. Memorial (future)
- Air Force Memorial, Arlington (future)
- Disabled American Veterans Memorial (future)
- Newseum (future)
- Pentagon September 11 Memorial (future)
- Carter Woodson House (future)



- Capital Visitor Center (under development)
- National Museum of the American Indian (**completed**)
- National Air and Space Museum Udvar-Hazy Center (**completed**)
- Vietnam Veterans Memorial Center (future)
- White House Visitor Center Expansion (future)
- Arlington Cemetery Expansion
- National Museum of African American History and Culture (location to be determined)

**District Department of Transportation (DDOT)/Washington Metropolitan Area Transit Authority (WMATA)/District Office of Planning (DCOP) Planning Projects**

- Extension of Blue Line to Largo Town Center in Maryland
- Florida Avenue Metro Station
- The Dulles Corridor Project in Northern Virginia
- Regional Bus Study (**completed**)
- SmarTrip Farebox Cards (Test Project)
- NextBus Variable Message Sign Project
- D.C. Transit Development Study
- Anacostia Waterfront Initiative
- Anacostia Gateway Transportation Study
- 4<sup>th</sup> Street SW Transportation Study
- H Street NE Corridor Transportation Study
- L'Enfant Promenade Urban Planning Study/Environmental Assessment
- Magnetic Levitation Transit (Maglev) Train Service
- Pennsylvania Avenue Transportation Study
- Tour Bus Management Initiative
- Motor Carrier Management and Threat Assessment Study
- Park Once – Public Parking Hubs (**completed**)
- 1997 Transportation Vision Strategy and Action Plan (**completed**)
- New York Avenue Corridor Study
- Bicycle Master Plan Update

**National Park Service Studies**

- Joint DC Signage Draft Plans
- Fort Circle Parks General Management Plan



- Rock Creek Park General Management Plan
- Anacostia Park General Management Plan
- Carter G. Woodson Special Resources Study
- Georgetown Waterfront Park

## **SUMMARY OF PUBLIC MEETING COMMENTS**

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Approximately 70 people attended the public meetings described under Public Meetings, page 13. Representation was largely comprised of local agency staff, tour and transportation industry representatives and other members of the public. Agencies included WMATA, DDOT, National Capital Parks - Central, Washington, DC Office of Planning, Advisory Council on Historic Preservation, U.S. Department of the Army/Arlington National Cemetery and U.S. Department of the Interior. Other organizations and public/private entities included Landmark Services Tourmobile, Inc., the Motor Coach industry (Grayline, ABA, World Strides), Bike Advocacy Groups/Tour Companies (i.e. Bike the Sites, Washington Area Bicycle Association-WABA, MetroBike, Virginia Bicycling), DC Downtown BID, Georgetown BID, Committee of 100, Smithsonian Institution, Mount Vernon, and Newseum.

A significant amount of input was received from meeting participants over the course of two days. The input was organized into themes for summary purposes. Participants provided input on issues and concerns that resulted in several common topics. In addition, participants were asked to participate in an exercise titled “*Build Your Own System*”. Input received from this exercise was also organized into several categories representing transportation service types and concepts.

A summary of the public input under several themes is presented below. Public meeting ideas formulated during “*Build Your Own System*” are also presented below. The complete transcripts of public meeting input and other sources of comment are presented in Appendix D. Letters received from public agencies are provided in Appendix E.

### ***Public Meeting Issues and Concerns:***

#### **Access**

- 1) Poor transit access on west end of National Mall
- 2) Need more shuttles/marketing of shuttles (i.e. hotels, Kennedy Center)
- 3) Lack of tour bus parking and staging areas close to visitor attractions
- 4) Need long-term automobile parking near Mall
- 5) Unrealistic idling laws for tour buses
- 6) Need bike racks on National Park Service transit vehicles



- 7) Reduce car/diesel bus presence, noise and emissions
- 8) Tour bus demand exceeds current parking capacity at Arlington during peak season

### **Visitor Use/Multiple Users**

- 1) Study needs to consider different types of users (visitors/locals)
- 2) Provide ability of bike tour groups to operate within National Park Service managed lands
- 3) Unclear policy on scooters, personal conveyance, etc.
- 4) Need Bicycle Master Plan for National Capital Parks

### **Linkages**

- 1) Lack of shuttles from Metro
- 2) Needs of visitors to access one destination without paying for all-day tour/transit
- 3) Provide transit stops at parking locations
- 4) Connectivity between Union Station and Capitol Visitor Center is important
- 5) Need for bike trail from C&O Canal Park to National Mall
- 6) Develop Riverwalk from Langston Golf Course/Anacostia to Kennedy Center (both sides of river)
- 7) Need connection to WMATA Priority Transit Corridors in vicinity of National Mall (i.e. K Street, Anacostia, 7<sup>th</sup> Street corridors)

### **Information/Orientation**

- 1) Lack of information about Tourmobile (websites, maps, etc.)
- 2) Inadequate wayfinding (signage) for Tourmobile access
- 3) Continue coordination with Downtown BID wayfinding signage systems

### **Service Concept**

- 1) Include bike use as a transportation choice or alternative vehicle type
- 2) Allow private sight-seeing services to expand
- 3) Provide low-fare transit and tour services (two complimentary services)
- 4) Provide combo-ticket for Metro and Tourmobile
- 5) Need flexibility in ticket/fare options for tour groups
- 6) Transportation service needs to respond to seasonal demand

### **Infrastructure/Physical Environment**

- 1) Currently no consideration for pedestrians/bikes; lack of curb-cuts/security constraints
- 2) Provide pedestrian/wheelchair access between Union Station and Capitol Visitor Center
- 3) Efficient ADA access at stops (platforms, space considerations, vehicles)
- 4) Bike parking areas are inadequate



- 5) Need designated bike lanes, routes and signage
- 6) Provide dedicated transit lane on Mall
- 7) Need better information on vehicle (Tourmobile) arrival times and schedule

### **Coordination/Cooperation/Responsibilities**

- 1) Does the National Park Service need to be in transit business? Can others do this?
- 2) Need for public to comment on evaluation criteria prior to evaluation of alternatives
- 3) DC DOT Bicycle Master Plan update not mentioned on list of related planning efforts
- 4) Coordinate service plan with other agency planning efforts

### **Other Related Issues**

- 1) Commuter transportation needs
- 2) Consider bike sharing implementation strategy
- 3) Study should focus on larger transportation infrastructure master plan for Washington, DC
- 4) Need better highway signage to Mall and Arlington National Cemetery
- 5) Need better lighting at sculptures and circles
- 6) No cars on Columbus Plaza/Union Station
- 7) Existing Tourmobile service is very appropriate for Arlington National Cemetery
- 8) Provide interpretation of Anacostia corridor

### *Public Meeting Ideas from “Build Your Own System” Exercise:*

#### **Frequent Transit Service**

- 1) Free/pay-per-trip circulation around Mall with connection to Arlington National Cemetery
- 2) Route serving Tourmobile area, plus downtown and L’Enfant Metro Station area
- 3) Circulator for Capitol Hill Area
- 4) Expanded Loop including Pennsylvania. Ave., Massachusetts. Ave., Constitution Ave., Ohio Dr.
- 5) Basic east/west and north/south shuttles; Lincoln Memorial to Capitol via Constitution/ Independence New York Ave. to I St. via 4<sup>th</sup>/7<sup>th</sup>
- 6) Coordinate with proposed K-Street and north/south circulation routes from DC Circulator Plan
- 7) Expanded circulation extending to Georgetown, Arlington, Rosslyn, Pentagon

#### **In-Depth Education/Interpretation**

- 1) Retain Tourmobile with frequent transit service as supplement/overlay
- 2) Provide refined National Park Service interpretive tour serving Tourmobile area and southeast Anacostia Corridor



- 3) Historic Black Washington Walking Tour (U. St. Corridor)

### **Special Excursion**

- 1) Extend Tourmobile to New Sites in Arlington (Air Force, Marine, Pentagon Memorials)
- 2) Bus/van tour of Civil War Era History
- 3) Small buses/vans to regional visitor destinations (multiple routes)

### **Desired Locations for Service**

- 1) National Mall/Memorial Core
- 2) National Zoological Park
- 3) Mt. Vernon
- 4) Air Force, Marine Corps., and Pentagon Memorials
- 5) Georgetown
- 6) Civil War Sites (external to Mall area)
- 7) U St. Corridor
- 8) Howard University
- 9) Gallaudet University
- 10) Catholic University/National Shrine
- 11) Old Town Alexandria
- 12) RFK Stadium
- 13) Washington National Cathedral
- 14) Downtown Hotels/Shops/Restaurants
- 15) Fort Stanton

### **Vehicle Preferences**

- 1) Small bus/vans (for special excursion trips)
- 2) Electric Trolley
- 3) Bicycles
- 4) Low Floor (for frequent transit service)
- 5) Electric bus
- 6) Quiet vehicles
- 7) Large windows/doors
- 8) Compressed Natural Gas (CNG) buses
- 9) Buses with trailers
- 10) Tourist trams
- 11) Articulated buses
- 12) Bike racks on vehicles
- 13) Water taxi



### **Suggested Transportation Hubs/Transfer Points**

- 1) First class visitor centers (Mt. Vernon Square, Union Station, Smithsonian Castle)
- 2) Arlington Cemetery
- 3) Union Station
- 4) Capitol Visitor Center
- 5) Metro Stations (Smithsonian, Federal Triangle, Arlington)

### **Multi-Modal Considerations**

#### Tour Buses:

- 1) Tour bus staging along Madison, Jefferson, 14<sup>th</sup> and 15<sup>th</sup>
- 2) Tour bus drop-off/pick-up on 4<sup>th</sup>, 7<sup>th</sup>, Daniel French Dr., H St., Capitol Visitor Center and RFK Stadium
- 3) Tour bus parking at E. Potomac Park, west of Georgetown, RFK Stadium, South Capitol St., Capitol Visitor Center

#### Bicycle:

- 1) Mix of on-road/off-road bike lanes and paths
- 2) Integrate regional bike trail system into National Mall Area
- 3) Promote Bike the Sites
- 4) Bike signage from regional trails to National Mall
- 5) Widen sidewalks for bikes
- 6) Bike racks on buses
- 7) Bike routes along rail right-of-way
- 8) Bike sharing (i.e. \$.05 per minute) with multiple stations
- 9) Bike safety improvements on bridges

#### Transit:

- 1) Consider New Yellow Line Metro Stop near Jefferson Memorial

#### Autos:

- 1) Better auto access to Union Station

#### Water Modes:

- 1) Water taxi on Potomac, Anacostia, Washington Channel
- 2) Public docks/water access on Washington Channel



## FUTURE STEPS

The scoping process provides much of the groundwork for the overall planning process and environmental documentation. It also helps develop the building blocks for the development of transportation service concepts. These building blocks will be synthesized and assembled to present a range of creative alternative packages for further consideration.

A subsequent newsletter and public meeting process will be used to share the range of alternatives with the public. Additional opportunities will be made available for public comment and feedback. This input will be incorporated into the subsequent decision-making process.

Alternatives will be compared by looking at differences in the way they meet specific project goals and National Park Service policy, as well as by assessing potential impacts on natural and cultural resources, visitor experiences, system or park operations, and other benefits to the National Park Service. Using a process designed to make logical, trackable, and cost effective decisions, the National Park Service will rate and rank the differences in how the alternatives meet policy and project goals, then examine costs. A preferred alternative will pull together the most advantageous components of alternatives, while keeping initial and life-cycle costs to a minimum.



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## APPENDICES



**Appendix A - National Park Service/National Capital Parks - Central  
Washington, DC Visitor Transportation Study Survey  
Forms**

## NPS Visitor Transportation Survey – Part I

Thank you for agreeing to help us with this important survey. Your input will be used by the National Park Service to plan transportation improvements for visitors in the metropolitan Washington, D.C. Area. All responses will remain confidential. If you have questions, please ask the *facilitator who gave you the survey*.

### Section I: Trip Profile

1. How would you describe the frequency of your visits to the metropolitan Washington, D.C. area?  
(Check only ONE)
  - (1) First time visitor
  - (2) Infrequent visitor (once every five to ten years)
  - (3) Occasional visitor (once every one to four years)
  - (4) Regular visitor (1-3 times a year)
  - (5) Frequent visitor (4 or more times per year)
  - (6) I live in the metropolitan Washington, D.C. area (includes suburbs in Virginia and Maryland)
  
2. Which ONE of the following BEST describes the PRIMARY purpose of your current trip to the metropolitan Washington, D.C. area? (Check only ONE)
  - (1) Pleasure or vacation
  - (2) Convention or conference
  - (3) Business/work (excluding a conference)
  - (4) Visiting friends/relatives
  - (5) School related
  - (6) Other: \_\_\_\_\_

**IF YOU LIVE in the metropolitan Washington, D.C. area, SKIP to Question #8 (next page)**

**[Answer 3-7 only if you DO NOT live in the metropolitan Washington, D.C. area]**

3. How many days are you visiting the metropolitan Washington, D.C. area?  
(includes suburbs in Virginia and Maryland) ..... \_\_\_\_\_ days
  
4. Does your trip to the metropolitan Washington, D.C. area include overnight stays?
  - (1) Yes – please answer question 4a-b
  - (2) No – skip to question 5
  
- 4a. [If YES to #4] What type of accommodations are you using during your trip to the metropolitan Washington, D.C. area? (Check only ONE)
  - (1) Hotel/motel/inn/bed and breakfast
  - (2) Friend's/relative's home
  - (3) RV Park/Camping in the area
  - (4) Dorm/university
  - (5) Other: \_\_\_\_\_
  
- 4b.
  
- 5.
  
6. Did you seek any information about transportation services in the metropolitan Washington, D.C. area BEFORE you arrived?
  - (1) Yes – answer question 6a (top of next page)
  - (2) No – skip to question 7 (next page)

6a. [If YES to #6] BEFORE you arrived in the metropolitan Washington, D.C. area, how did you learn about the transportation options that are available in the area? (Check ALL that apply)

- (1) NPS website (www.nps.gov)
- (2) Other website
- (3) Travel agent
- (4) Recommendation of a friend/relative
- (5) Brochures/guidebooks
- (6) Chamber of Commerce or Convention Visitors Bureau
- (7) I have visited the area before
- (8) Other: \_\_\_\_\_

7. [Only if you DO NOT live in the metropolitan Washington, D.C. area] AFTER you arrived in metropolitan Washington, D.C. area, how have you learned about the transportation options that are available? (Check ALL that apply)

- (01) Tour guide
- (02) Friend/relative
- (03) Hotel/motel staff
- (04) Saw a sightseeing vehicle (Tourmobile, etc.)
- (05) Saw a display rack
- (06) Airport
- (07) Staff at museums/memorials
- (08) NPS website (www.nps.gov)
- (09) Other website
- (10) Brochure/guidebooks
- (11) Rest area/welcome center
- (12) Other: \_\_\_\_\_
- (13) Did not get any information after I arrived

\*\*\*ALL PERSONS RESUME HERE\*\*\*

**Section II: Perceptions of Existing Transportation Services**

8. Have you DRIVEN or PARKED a car in the metropolitan Washington, D.C. area on this trip? (Check One)  (1) Yes – go to 8a  (2) No – skip to 9  (3) Don't Know – skip to 9

8a. [IF YES to #8] How easy or difficult would you rate the following? (Circle ONE response for each answer below)

	Very Easy	Easy	Neutral	Difficult	Very Difficult	Don't Know
(A) Travel by car to destinations on or around the National Mall/Memorial area	5	4...	3.	..2 ...	1 .....	DK
(B) Travel by car to destinations outside the National Mall/Memorial area .....	5	..4	3	.....2	.....1	.....DK
(C) Finding parking around the National Mall/Memorial area visitor attractions ...	...5	4	...3	.....2	1	DK

9. Which TRANSPORTATION SERVICES have you used in the metropolitan Washington, D.C. area during this trip? (Check ALL that Apply)

- (A) subway (Metro)
- (B) bus (Metro)
- (C) taxi cab
- (D) sightseeing service (Tourmobile, Old Town Trolley, etc.)
- (E) None of these – Skip to 10

9a. For the services you used, how easy or difficult would you rate the following? (Circle ONE response for each answer below)

	Very Easy	Easy	Neutral	Difficult	Very Difficult	Don't Know
(A) Travel on the subway (Metro).....	5	.....4	.....3	.....2	.....1	.....DK
(B) Travel on the bus (Metro) .....	5	.....4	.....3	.....2	.....1	.....DK
(C) Using sightseeing tours .....	5	.....4	.....3	.....2	.....1	.....DK
(D) Using taxi cabs.....	5	.....4	.....3	.....2	.....1	.....DK

10. Overall, how would you rate getting around during your visit in and around the National Mall/Memorial area? (Check one)

- (1) Very easy
- (2) Easy
- (3) Neutral
- (4) Difficult
- (5) Very Difficult
- (9) Don't know



17. How did you learn about the sightseeing service you used on this trip? (Check ALL that apply)
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> (1) Kiosks/signs            | <input type="checkbox"/> (4) Saw sightseeing vehicle | <input type="checkbox"/> (7) Used similar service before |
| <input type="checkbox"/> (2) Advertised in Magazine  | <input type="checkbox"/> (5) Internet                | <input type="checkbox"/> (8) Guidebooks/brochures        |
| <input type="checkbox"/> (3) Friend/Family reference | <input type="checkbox"/> (6) Hotel/Visitor Center    | <input type="checkbox"/> (9) Other: _____                |

\*\*\*ALL PERSONS RESUME HERE\*\*\*

**Section III: Preferences for Future Expanded or New Transportation Services**

18. Would you be willing to park 15-30 minutes from the National Mall/Memorial area if frequent shuttle service were available to take you to major attractions? (Check One)
- (1) Yes – please answer questions 18a-b
- (2) No – skip to question 19

[Only if YES to #18] Would you be willing to pay for parking at a facility like the one described above in Question 18? (Check One)

- (1) Yes, likely     (2) No, unlikely     (9) Don't Know

[Only if YES to #18] Would you be willing to pay to ride a shuttle from a facility like the one described above in Question 18? (Check One)

- (1) Yes, likely     (2) No, unlikely     (9) Don't Know

19. Four different types of transportation services to accommodate visitors are described below. Each one would allow you to get on and off at designated stops. Please indicate how desirable you think each type of service would be to use. (Circle ONE response for each letter)

	Very Desirable	Desirable	Not Desirable	Don't Know
(A) <b>Frequent service between visitor attractions only;</b> it would mainly be used by tourists; <i>no commentary</i> about local attractions would be provided.....3.		2		.DK
(B) <b>Frequent service between visitor attractions and other destinations</b> (e.g. office buildings, shops, hotels & restaurants); it would be used by tourists and residents; <i>no commentary</i> about local attractions would be provided.....3.		2...	1	.DK
(C) <b>Service with general introductory orientation to the metropolitan Washington, D.C. area and visitor attractions;</b> the information provided could include the hours that attractions are open, how much it costs to visit sites, etc.....3.		2	1	....DK
(D) <b>Service with in-depth educational or historical commentary about things you may see on the route;</b> the information provided could include details about the reason memorials were built or facts about historical events or government leaders.....3.		2		.....DK

20. Which ONE of the services described above would you be MOST interested in using? (Write the letter for your top choice using the list in Question #19. If you would not be interested in using any of these services CHECK NONE OF THESE)

\_ Top Choice                      \_ None of These

21. What is the longest time you would be willing to wait to use the service you selected as your "top choice" in question 20? (Check ONE only)

- |  |   |
|--|---|
| <input type="checkbox"/> (1) Up to 5 minutes | <input type="checkbox"/> (4) 16-20 minutes        |
| <input type="checkbox"/> (2) 6-10 minutes    | <input type="checkbox"/> (5) More than 20 minutes |
| <input type="checkbox"/> (3) 11-15 minutes   | <input type="checkbox"/> (9) Don't know           |

22. If transportation services, such as the ones **WITHOUT COMMENTARY** described in question 19A & 19B, were available in the metropolitan Washington, D.C. area: *(Circle one)*

Would you pay \$2 each time you board a vehicle? .(1) Yes, likely .(2) No, unlikely .(9) Don't Know

Would you pay \$5 for an ALL DAY PASS? .(1) Yes, likely. .(2) No, unlikely .(9) Don't Know

23. If transportation services, **WITH INTRODUCTORY ORIENTATION** described in question 19C, were available in the metropolitan Washington, D.C. area: *(Circle one)*

Would you pay \$3 each time you board a vehicle? .(1) Yes, likely. .(2) No, unlikely .(9) Don't Know

Would you pay \$8 for an ALL DAY PASS? .(1) Yes, likely....(2) No, unlikely .(9) Don't Know

24. If transportation services, such as the ones **WITH IN-DEPTH COMMENTARY** described in question 19D, were available in the metropolitan Washington, D.C. area: *(Circle one)*

Would you pay \$5 each time you board a vehicle. .(1) Yes, likely. .(2) No, unlikely .(9) Don't Know

Would you pay \$20 for an ALL DAY PASS? .(1) Yes, likely. .(2) No, unlikely .(9) Don't Know

Questions 25-27 ask you to evaluate the importance of various characteristics of a transportation service. The items are divided into three major categories: (I) Ticket Options/Payment Method, (II) Convenience Characteristics, and (III) Educational Opportunities and Commentary.

25. **CATEGORY I: Ticket Options and Payment Method.** Which of the following ticket options and payment methods would be important to you if you were going to use a transportation service in the metropolitan Washington, D.C. area? *(Check ALL that Apply)*

(01) Pay per ride

(02) Pay based on the number of zones you visit (e.g., all attractions east of the Washington Monument might be in one zone, the National Zoological Park might be another zone, and Arlington National Cemetery might be in another zone, etc.)

(03) Full Day Passes (10am-5pm)

(04) Night pass (5-10pm) The memorials (Washington, Lincoln, Jefferson, Vietnam War, and Korean War) are open until 11:45pm and FDR until midnight

(05) Single Day & Night pass (10am-10pm)

(06) Discounts for Multi-Day Pass

(07) Discounts for Family Pass

(08) Senior discount

(09) Group discounts

(10) Discounts for purchasing multiple types of tours

(11) Opportunity to purchase passes in advance via phone or internet

(12) Ability to purchase tickets on-board

(13) Opportunity to purchase tickets near the designated stops

(99) None of these

26. **CATEGORY II: Convenience Characteristics.** Which of the following convenience characteristics would be important to you if you were going to use a transportation service in the metropolitan Washington, D.C. area? (Check ALL that Apply)

- (01) Visitor transportation services link to public transit (Metro) stops
- (02) Ease of identifying sightseeing service symbol at designated stops (e.g., Tourmobile symbol)
- (03) Area orientation maps at designated stops
- (04) Quick boarding and re-boarding
- (05) Ability to get off and re-board vehicles at designated stops
- (06) Ticket/pass serves as a souvenir
- (07) Ability to be dropped off closer to major attractions than is possible by car
- (08) Overall feeling of safety on the system
- (09) Ability to store strollers, backpacks, coolers on board
- (10) Unobstructed views of attractions
- (11) No standing allowed
- (12) Standing room space
- (99) None of these

27. **CATEGORY III: Educational Opportunities and Commentary.** Which of the following educational opportunities and commentary would you like to see offered by transportation services in the metropolitan Washington, D.C. area? (Check ALL that Apply)

- (0) I am not interested in commentary
- (1) Live commentary by driver or guide
- (2) Recorded commentary to whole group
- (3) Recorded commentary on individual headphones
- (4) Recorded multi-lingual translation
- (5) Recorded commentary for children
- (6) Being able to choose educational themes or commentary [please answer Question 27a]

27a. [If You Selected #6] Which themes would you be interested in? (Check ALL that Apply)

- |   |   |
|---|---|
| <input type="checkbox"/> (01) Cultural heritage/history tours | <input type="checkbox"/> (06) Presidents    |
| <input type="checkbox"/> (02) African-American heritage       | <input type="checkbox"/> (07) War Memorials |
| <input type="checkbox"/> (03) Civil War                       | <input type="checkbox"/> (08) Politics      |
| <input type="checkbox"/> (04) Gardens                         | <input type="checkbox"/> (09) Scandals      |
| <input type="checkbox"/> (05) Natural areas                   | <input type="checkbox"/> (10) Other: _____  |

28. Which ONE of the major categories described in questions 25-27 is the most important factor in your selection of transportation services for your visit to the metropolitan Washington, D.C. area? (Check ONE of the Categories Below)

- (1) Ticket Options/Payment Methods (Category I)
- (2) Convenience (Category II)
- (3) Educational Options and Commentary (Category III)
- (4) None of these

[If NONE, What is most important to you? \_\_\_\_\_]

29. Are there any other locations that you were not able to visit because they were not accessible by public transit or a sightseeing bus? (Check only ONE)

- (1) Yes - please answer question 29a
- (2) No - skip to question 30

[Only if YES to #29] Which destinations were you not able to visit because they were not accessible by public transit or a sightseeing service? (Check All that Apply)

- |   |  |
|---|--|
| <input type="checkbox"/> (01) Rock Creek Park / National Zoo  | <input type="checkbox"/> (13) Washington National Cathedral  |
| <input type="checkbox"/> (02) African American Heritage sites:<br>Frederick Douglass National Historic Site,<br>Anacostia Neighborhood Museum | <input type="checkbox"/> (14) Off-Mall Smithsonian (National Portrait<br>Gallery, Renwick Gallery)   |
| <input type="checkbox"/> (03) C & O Canal   | <input type="checkbox"/> (15) U.S. National Arboretum  |
| <input type="checkbox"/> (04) Iwo Jima Marine Corps Memorial  | <input type="checkbox"/> (16) Downtown attractions (The National<br>Building Museum, International Spy Museum,<br>National Geographic Explorers Hall ) |
| <input type="checkbox"/> (05) LBJ Memorial Grove  | <input type="checkbox"/> (17) Neighborhoods (Dupont Circle,<br>Georgetown, Capital Hill, Shaw District)  |
| <input type="checkbox"/> (06) MCI Center  | <input type="checkbox"/> (18) Kennedy Center   |
| <input type="checkbox"/> (07) Kenilworth Aquatic Gardens  | <input type="checkbox"/> (19) Mount Vernon Estate and Gardens  |
| <input type="checkbox"/> (08) Fort Circle Parks – Civil War Parks   | <input type="checkbox"/> (00) None of these  |
| <input type="checkbox"/> (09) Oxon Hill Farm  | <input type="checkbox"/> (99) Other(s): _____  |
| <input type="checkbox"/> (10) Downtown shops  |  |
| <input type="checkbox"/> (11) Downtown restaurants  |  |
| <input type="checkbox"/> (12) Great Falls/George Washington<br>Memorial Parkway   |  |

Please write any other suggestions for improving transportation for visitors to the metropolitan Washington, D.C. area in the space below.

---

#### **Section IV: Visitor Profile Data**

31. What is your U.S. zip code or country of origin? \_\_\_\_\_

What is your age? \_\_\_\_\_ years

33. What is your gender? (Circle one)    Male                  Female

34. What is the highest level of education that you have completed? (Check only ONE)

- |   |   |
|---|---|
| <input type="checkbox"/> (1) Less than high school        | <input type="checkbox"/> (5) Two-year college degree            |
| <input type="checkbox"/> (2) High school graduate         | <input type="checkbox"/> (6) Four-year college degree or higher |
| <input type="checkbox"/> (3) Vocational/trade certificate | <input type="checkbox"/> (7) Don't know                         |
| <input type="checkbox"/> (4) Some college                 |   |

35. What is your current employment status? (Check only ONE)

- |  |   |
|--|---|
| <input type="checkbox"/> (1) Retired                       | <input type="checkbox"/> (5) Full-time student      |
| <input type="checkbox"/> (2) Full-time employed            | <input type="checkbox"/> (6) Not currently employed |
| <input type="checkbox"/> (3) Part-time employed            | <input type="checkbox"/> (7) Decline to answer      |
| <input type="checkbox"/> (4) Not employed outside the home |   |

36. Including yourself, how many people in your personal travel group are: (Please fill in the number of persons in each applicable age group, do NOT include members of a tour/school group who are not with you now):

- |  |                                  |                                  |  |
|--|----------------------------------|----------------------------------|--|
| <input type="text"/> 5 years and under | <input type="text"/> 11-15 years | <input type="text"/> 25-44 years | <input type="text"/> 65 years or older |
| <input type="text"/> 6-10 years        | <input type="text"/> 16-24 years | <input type="text"/> 45-64 years |  |



## NPS Visitor Transportation Survey – Part II

**Instructions:** Please list the destinations you have visited (or will visit) during your trip to the Washington, D.C. area on the yellow travel diary that is attached to this sheet. If you are in the area for more than 4 days, please use the extra sheet that has been provided.

Please list the destinations you visit during your trip in the order you visit them. For each destination you visit, please indicate (1) the type of transportation used to get to the destination and (2) whether you made stops along the way. If you visited several attractions in the same area, such as the Lincoln Memorial and the Vietnam Veterans Memorial, please list each of the attractions separately. You may write the name of the destination or simply use the codes listed below.

**When you are finished, Please return your completed travel log in the postage-paid envelope that was provided addressed to:  
National Park Service, c/o ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.  
If you have questions, please call us toll-free at 1-888-801-5368 and ask for Karen.**

**As a token of our appreciation, we will send you a book to remember your trip to Washington, D.C..**

**Destinations Codes (if a destination is not on the list, please write it in; DO NOT list non-tourist destinations like stores and restaurants unless they are listed below)**

01 – African American Civil War Memorial	19 International Spy Museum	37 - Renwick Gallery
02 – Anacostia Neighborhood Museum	20 – Iwo Jima /U.S.M.C. War Memorial	38 - Rock Creek Park
03 – Arlington National Cemetery	21 - Jefferson Memorial	39 - Smithsonian Castle
04 – Bureau of Engraving and Printing	22 - Kennedy Center for the Performing Arts	40 – U.S. Capitol
05 – C&O Canal	23 - Korean War Veterans Memorial	41 - U.S. Holocaust Memorial Museum
06 – Capital Children’s Museum	24 - Law Enforcement Officers Memorial	42 - U.S. Library of Congress
07 – Corcoran Gallery	25 – Lincoln Memorial	43 - U.S. National Archives & Records Admin.
08 - Decatur House	26 – Mount Vernon	44 – U.S. Navy Memorial
09 – Downtown Restaurants	27 - National Air & Space Museum	45 – U.S. Supreme Court
10 – Downtown Shops	28 - National Building Museum	46 - Union Station
11 - F.B.I. Building	29 – National Gallery of Art	47 – Vietnam Veterans Memorial
12 - F.D.R. Memorial	30 – National Museum of American History	48 - Washington Monument
13 - Ford’s Theatre National Historic Site	31 - National Museum of Natural History	49 - Washington National Cathedral
14 - Frederick Douglass National Historic Site	32 - National Portrait Gallery	50 - The White House
15 – Freer Gallery/Arthur Sackler Gallery	33 – National Postal Museum	99 – Other (write in name of destination)
16 - George Washington Memorial Parkway/Great Falls	34 – National Shrine of the Immaculate Conception	00 – Your hotel or the place you stayed
17 – Georgetown	35 - National Zoological Park	
	36 - Old Town Alexandria	



To get your book, provide: **YOUR NAME:** \_\_\_\_\_

**PHONE NUMBER:**( \_\_\_\_\_ )

**DAY 1 (Please Print)**

List Attractions in the Order Visited

From where you stayed the night before to your first destination on Day 1 (00)...

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

**Transportation Used (Circle the type of transportation used to travel between destinations starting from the place you stayed at night and how you returned there after your final destination of the day.)**

Car	Sightseeing		Public			Charter/		Did You Make Stops on		Why Did You Stop?			
	Taxi	Service	Bus	Subway	Walk	School	Bus	Other	the Way to this Attraction?	(Circle All Reasons)			
	T.	SS.	B.	S	W	CS.	O.		YES	NO	Shop	Eat	Other
	T.	SS.	B.	S	W	CS.	O.		YES	NO	Shop	Eat	Other
C	T.	SS.	B.	S	W	CS.	O.		YES	NO	Shop	Eat	Other
	T.	SS.	B.	S	W	CS.	O.		YES	NO	Shop	Eat	Other
		SS.	B.		W	CS.	O.		YES	NO	Shop	Eat	Other
		SS.	B.		W	CS.	O.		YES	NO	Shop	Eat	Other
C		SS.	B.	S	W	CS.	O.		YES	NO	Shop	Eat	Other
C	T	SS.	B.	S	W	CS.	O.		YES	NO	Shop	Eat	Other
C	T.	SS.	B.	S	W	CS.	O.		YES	NO	Shop	Eat	Other
C	T.	SS.	B.	S	W	CS.	O.		YES	NO	Shop	Eat	Other

**DAY 2 (Please Print)**

List Attractions in the Order Visited

From where you stayed the night before to your first destination on Day 2 (00)....

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

**Transportation Used (Circle the type of transportation used to travel between destinations starting from the place you stayed at night and how you returned there after your final destination of the day.)**

Car	Sightseeing		Public			Charter/		Did You Make Stops on		Why Did You Stop?			
	Taxi	Service	Bus	Subway	Walk	School	Bus	Other	the Way to this Attraction?	(Circle All Reasons)			
C	T.	SS.	B.		W	CS.	O.		YES	NO	Shop	Eat	Other
C		SS.	B.		W	CS.	O.		YES	NO	Shop	Eat	Other
C		SS.	B.		W	CS.	O.		YES	NO	Shop	Eat	Other
C	T	SS.	B.		W	CS.	O.		YES	NO	Shop	Eat	Other
C		SS.	B.	S	W	CS.	O.		YES	NO	Shop	Eat	Other
C		SS.	B.		W	CS.	O.		YES	NO	Shop	Eat	Other
C	T.	SS.	B.	S	W	CS.	O.		YES	NO	Shop	Eat	Other
C	T.	SS.	B.	S	W	CS.	O.		YES	NO	Shop	Eat	Other
C	T.	SS.	B.		W	CS.	O.		YES	NO	Shop	Eat	Other
		SS.	B.	S	W	CS.	O.		YES	NO		Eat	

**DAY 3 (Please Print)**

**List Attractions in the Order Visited**

From where you stayed the night before to your first destination on Day 3 (00)....

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

**Transportation Used (Circle the type of transportation used to travel between destinations starting from the place you stayed at night and how you returned there after your final destination of the day.)**

Car	Taxi	Sightseeing		Public		Walk	Charter/		Did You Make Stops on		Why Did You Stop?		
		Service	Bus	Subway	School Bus		Other	the Way to this Attraction?		(Circle All Reasons)			
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C		SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C		SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C		SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	

**DAY 4 (Please Print)**

**List Attractions in the Order Visited**

From where you stayed the night before to your first destination on Day 4 (00)....

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

**Transportation Used (Circle the type of transportation used to travel between destinations starting from the place you stayed at night and how you returned there after your final destination of the day.)**

Car	Taxi	Sightseeing		Public		Walk	Charter/		Did You Make Stops on		Why Did You Stop?		
		Service	Bus	Subway	School Bus		Other	the Way to this Attraction?		(Circle All Reasons)			
C		SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C	T	SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C		SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	
C		SS.	B.	S	W	CS.	O	YES	NO	Shop	Eat	Other	



## **Appendix B - Newsletter #1**

# Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas

National Park Service  
U.S. Department  
of the Interior



Newsletter No. 1

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## You Are Invited . . . Public Meetings!

Thursday, **February 5, 2004**

**Old Post Office Pavilion\***

1100 Pennsylvania Avenue NW  
Room 09

Washington, DC 20506

2 to 4 pm and 5 to 8 pm

\*Please use entrance from 12th Street

Friday, **February 6, 2004**

**Women in Military Service for  
America Memorial**

**Arlington National Cemetery**

West End of Arlington Memorial Bridge  
Arlington, VA 22201

2 to 4 pm and 5 to 8 pm

Do you have a plan or related information for future Visitor Transportation Services? Include an exhibit on your proposals and plans at our public meetings ... See Page 3 for details!

# National Park Service Plans for Future Visitor Transportation Services in our Nation's Capital

Dear Friends and Visitors:

I am excited to let you know that the National Park Service (NPS) is beginning the public involvement phase of our transportation planning for future visitor transportation services for the National Mall, Memorials, and surrounding parks and destinations. Please join us at the upcoming public scoping and alternatives development workshops noted below!

Washington, DC is home to a remarkable concentration of monuments, memorials and visitor attractions that symbolize the history and culture of our nation. Since 1969, our transportation goal has been to help visitors access these special locations and understand their significance through the provision of Tourmobile, a concession-run visitor transportation system. As our contract for this service comes to a close in 2007, the National Park Service is exploring whether visitor transportation services are still needed; and if so what type of vehicles, routes, services, fuels, and visitor experiences are desired.

As a prelude to planning, the NPS undertook several studies, summarized in this newsletter.

- Visitor surveys to understand visitation patterns and desired types of transit.
- Local visitor transportation options.
- Strategies for visitor transportation services in five cities (Boston, Philadelphia, Orlando, Savannah and London).

In addition to the NPS, a number of local and federal agencies have also undertaken transportation studies addressing tour bus management, visitor parking needs and low cost, frequent bus services. The NPS will be considering all related plans within this study.

Please join us at our upcoming public meetings and help the National Park Service shape future visitor transportation services for the National Mall and surrounding parks.

Sincerely,

Regional Director, National Capital Region

# Purpose of Visitor Transportation Study

## PROJECT PURPOSE

The purpose of the project is to protect park resources and enhance visitor experience and education by providing a sustainable, integrated and affordable transportation system for visitors to the national parks and other visitor sites in the Washington, DC area.

## PROJECT NEED

The Secretary of the Interior, through the NPS, is responsible for providing an interpretive visitor transportation system for the National Mall and Memorial Parks and among NPS and other visitor sites in the Washington, DC area. Visitors currently use a range of transportation modes and services that are not consistently integrated or linked to visit both NPS and non-NPS destinations. A large number of visitors continue to use private automobiles to access their destinations despite the extremely limited availability of parking spaces near these locations. Visitors typically travel to multiple destinations on each day of their visit and distances between primary visitor destinations are often too great for visitors to walk comfortably and conveniently. Long-term planning goals for Washington, DC include the reduction of vehicle congestion on the roads between and surrounding NPS sites and other federal visitor destinations, improved air quality, and the provision of visitor parking facilities outside the primary visitor destination areas, with increased visitor use and transit instead.

The NPS has provided visitor transportation within the National Mall and Memorial Parks and between NPS and other federal sites since 1969. This service is also the only provider of visitor transportation within the Arlington National Cemetery. The original NPS concession contract to provide visitor transportation expires in December 2005. A two-year extension is in place to continue providing service through 2007. It is the responsibility of the NPS to determine whether such a visitor transportation system is still needed; to identify and analyze a full range of mechanisms for providing the service if needed; and to explore and evaluate a variety of service characteristics, routes, and destinations to create an affordable, sustainable, convenient, safe and educational system for visitor transportation that offers a desirable option [that reduces congestion] to the use of private vehicles.



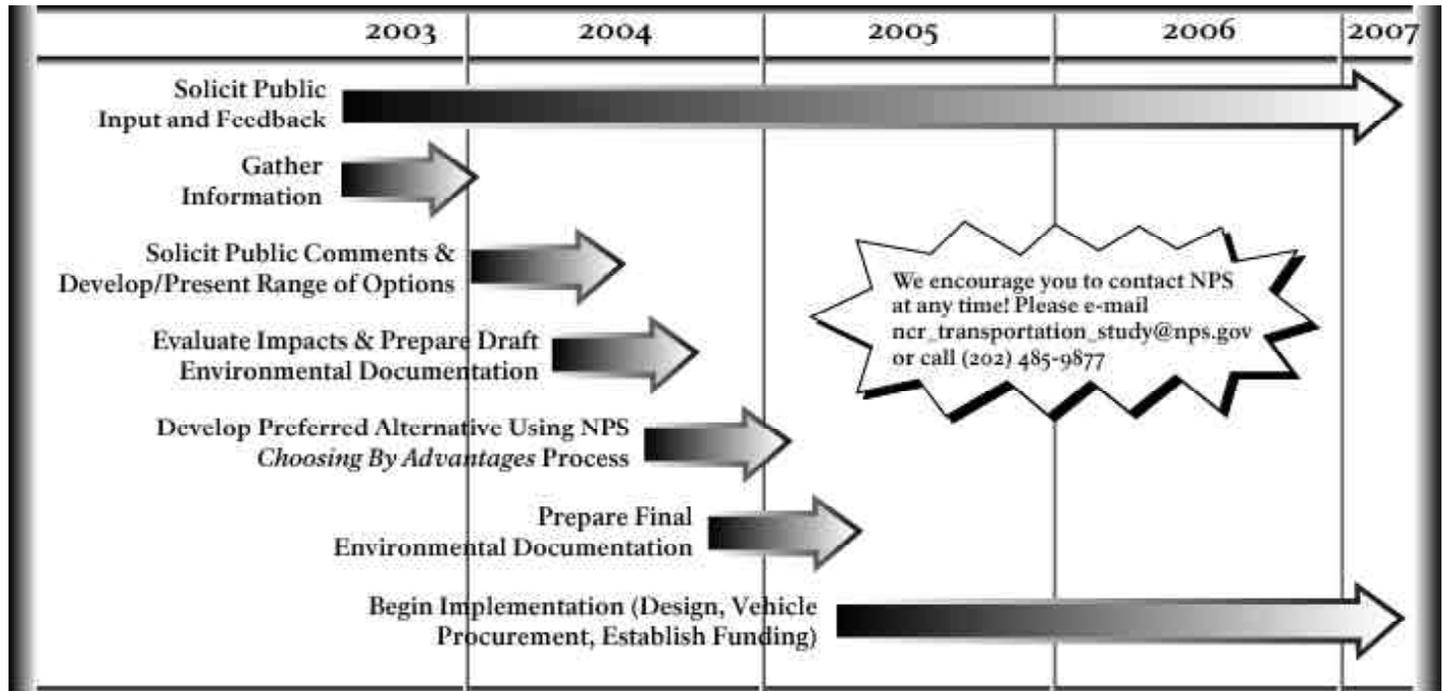
## GOALS FOR TRANSPORTATION SYSTEM

- ◆ Develop an identifiable, high quality transportation system appropriate to the NPS and Nation's Capital using context sensitive design.
- ◆ Meet visitor mobility needs and enhance their enjoyment by providing a convenient, sustainable transportation system to and among existing and future NPS sites and other visitor destinations in the Nation's Capital.
- ◆ Provide a transportation system that offers a comprehensive visitor orientation and educational interpretation services to gain an awareness and understanding of the significance of our Nation's Capital and its memorials, landmarks and rich cultural heritage.
- ◆ Provide and encourage the use of a visitor transportation system that supplements and is integrated with the existing urban transportation network and that maximizes direct and convenient connections to mass transit (Metro) and other transportation systems (i.e. roadways and parking facilities, and other commercial, private and public service providers).
- ◆ Pursue a model transportation solution that creatively explores all opportunities to work or partner with government agencies and public and private transit service providers to help fulfill the mission of the NPS.
- ◆ Develop an easy-to-use transportation ticketing and payment system that is affordable, flexible and coordinated with other transportation providers.



# Transportation Planning Process

## Project Timeline



## Help NPS Define the Range of Alternatives

The NPS realizes that the public plays an essential stewardship role in taking care of national parks for the enjoyment of present and future generations. In addition, decision-making is greatly improved when considering diverse contributions from park partners and the public. By engaging the public from the outset of the project, the NPS hopes to gain valuable input to expand the range of options and better assess the issues of greatest concern. We are obligated to make certain our decisions do not compromise park resources and the right of future generations to enjoy them.

Our public meetings will offer an opportunity for the sharing of ideas, comments and concerns regarding visitor transportation for the National Mall and surrounding park areas. This newsletter will provide background information and present innovative transportation ideas. Additionally, this newsletter introduces some fundamental "building blocks" for transportation services. Using these "building blocks," we invite you to help us assemble creative concepts for further consideration.

The first round of meetings will help lay much of the groundwork for the overall planning process and environmental documentation. The related methods for developing a preferred alternative are outlined on page 10 of this newsletter. Following the formal planning process, many other important steps will be necessary including the establishment of funding, system/facility design and vehicle procurement. With ongoing participation from the public throughout these processes, the likelihood of a successful system implementation is greatly enhanced.



### Developing Your Own Plans for Future Services?

On January 6, 2004, the NPS invited parties currently conducting related planning for transportation or visitor services for the Washington, DC area to prepare informational exhibits (for display purposes only) at the Public Meetings scheduled for February 5 and 6, 2004. Each person or organization is limited to one (1) 24"x36" foam-core exhibit board dealing with your proposals only. All exhibits must be registered with the National Capital Parks-Central Transportation Analyst at (202)485-9877 or [ncr\\_transportation\\_study@nps.gov](mailto:ncr_transportation_study@nps.gov) by January 23, 2004. We encourage you to contact the NPS and participate in planning the future transportation system.

# Background

## History of NPS Visitor Transportation

Since 1969 the National Park Service has provided transportation for visitors to the Washington, DC area. The NPS selected a concessioner to provide interpretive transportation to visitors on the National Mall and surrounding park areas. While stops have varied over the years, Tourmobile has provided multiple routes including:

- ◆ National Mall and Memorial Parks
- ◆ Arlington National Cemetery
- ◆ Mount Vernon Estate and Gardens (via George Washington Memorial Pkwy.)
- ◆ Frederick Douglass National Historic Site

### FRAMEWORK FOR THE ORIGINAL SERVICE

The Secretary of the Interior, acting through the Director of the NPS, is responsible for maintaining our national parks and for providing facilities and services for their public enjoyment through concessioners, partnerships or otherwise. In 1967 the NPS issued a Prospectus for interpretive transportation services. At this time the Washington Metropolitan Area Transportation Corporation (WMATC) filed suit contesting the Department of the Interior's (DOI) authority to provide such services within the Washington, DC area, the same service area for which Congress had established WMATC. The U.S. Supreme Court found in Universal Interpretive Shuttle Corp. v. Washington Metropolitan Area Transit Commission, 393 U.S. 186 (1968), the Secretary has substantial power over the National Mall. "When Congress established the WMATC, it did not intend to create dual regulatory jurisdiction by divesting the Secretary of the Interior of his longstanding exclusive charge and control over the mall." Congress has also directed the Secretary to provide interpretive transportation services between or in Federal areas within the District of Columbia and its environs, including, but not limited to, the National Mall and other visitor facilities established within the National Visitor Center Facilities Act of 1968, such as Union Station.

These considerations continue to have relevance to the planning efforts of the National Park Service because it remains the role and responsibility of the Secretary of the Interior, acting through NPS, to plan for future visitor interpretive transportation services on DOI lands. The National Park Service strives to do this in conjunction with all area visitor and transportation agencies and interests to best serve all visitors to our Nation's Capital.

### EVOLUTION OF THE CURRENT VISITOR TRANSPORTATION SYSTEM

- 1969 Services begin in March with three trams.
- 1970 Service added to Arlington National Cemetery through and agreement with the U.S. Department of Army following the decision to limit public vehicular access while continuing visitor access to the cemetery.



National Park Service selected concessioner, Tourmobile.

- 1974 Legislation provided for additional routes to serve the U.S. Capitol, the Kennedy Center and Union Station.
- 1976 Service briefly added to R.F.K. Stadium parking lots for Bicentennial celebrations.
- 1978 Routes to Frederick Douglass N.H.S. and Mt. Vernon were added.
- 1995 A north route to include the Pennsylvania Avenue N.H.S., Ford's Theatre, and FBI was added.
- 2003 Frederick Douglass and Mt. Vernon routes suspended due to reduced tourism.

### THE SYSTEM AND ITS USE

The system is designed to provide sightseeing and education - interpreter guides seated near the driver of each vehicle describe sights, provide educational background, and answer visitor questions. The transportation service is provided year round, and served over 1.37 million users in 2000. Tourmobile is estimated to serve approximately 15% of the visitor transportation market. In 2001, Tourmobile was expecting its most successful year ever, projecting to serve approximately 2 million visitors; however, the impact of the September 11th attacks on overall travel also affected Tourmobile. In response to these market conditions, service to some attractions was temporarily suspended.

The system is currently comprised of about 40 buses and trams, which can carry more than 3,000 passengers in total, including vehicles equipped to serve disabled visitors. Some vehicles have been modified to run on Compressed Natural Gas (CNG), a less polluting alternative to diesel fuel. Tourmobile houses its vehicles and maintenance center on Hains Point within East Potomac Park on NPS lands. Tourmobile routes serve more than 20 stops, including Arlington National Cemetery.

# Background

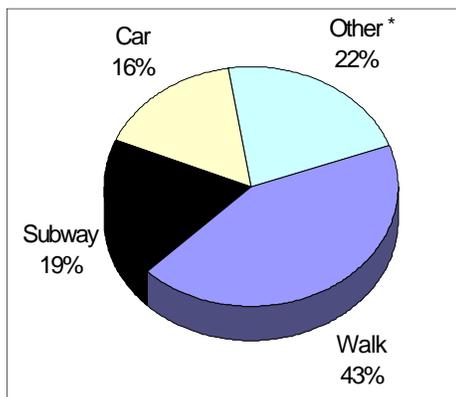
## NPS Visitor Transportation Survey

A Visitor Transportation Survey was conducted in the Spring and Summer of 2003 for the NPS by PriceWaterhouse Coopers and ETC Institute. The Survey was conducted to help the NPS understand the profiles, preferences and needs of visitors regarding transportation in the Washington, DC area. This data will also help determine the appropriate range of services to provide to NPS sites. Key findings from the survey are highlighted on the remainder of this page.

- Approximately 87% of visitors travel with a group made up of family members, friends or business associates.

- The majority (60%) of respondents spent 2 to 4 days visiting sites in the focus area of the study.
- Survey respondents visited an average of five attractions per day.
- Twenty-four percent of respondents indicated that there were individuals in their travel party who could only walk limited distances due to age (young or old) or physical condition.
- About one third of the respondents indicated that this was their first trip to the Washington, DC area.
- The survey indicates that the majority (63%) of visitors make transportation planning decisions after they arrive, rather than in advance of their trip.

### Modes of Travel Between Visitor Attractions

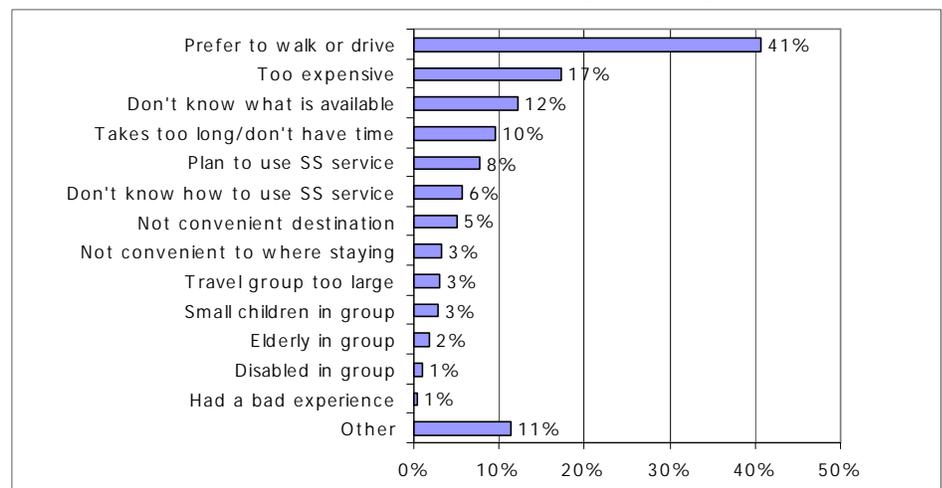


Source: NPS, Washington, DC Visitor Transportation Survey, 11/03

*Walking and the Metro Rail subway are the primary modes of travel used between all visitor attractions. Sixty-one percent of all visitors used the subway at some point during their visit to Washington, DC, and most felt it was "easy" or "very easy" to use.*

\*Taxi, sightseeing service, public bus, etc.

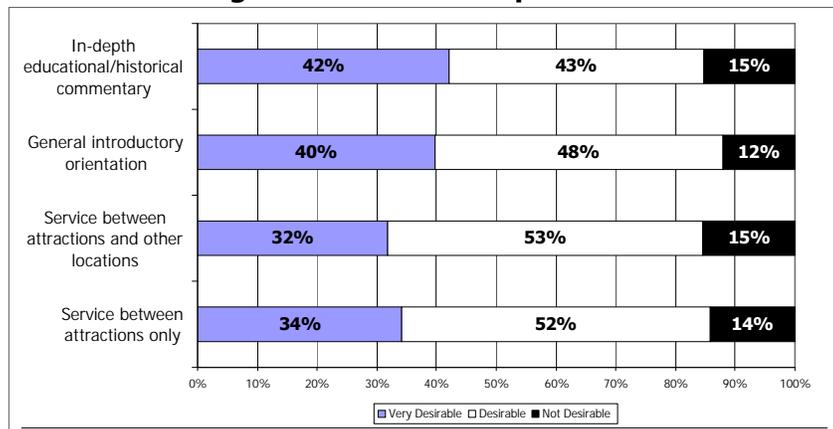
### Reasons People May Choose to Not Use Sightseeing Services



Source: NPS, Washington, DC Visitor Transportation Survey, 11/03

*Approximately 18% of visitors indicated that they had used a sightseeing service (Tourmobile, Old Town Trolley, etc.) in the Washington, DC area, with the majority (82%) not choosing to do so. However, satisfaction levels were extremely high for all aspects of existing sightseeing services. There were multiple reasons indicated that either prevented or might prevent visitors from using sightseeing services.*

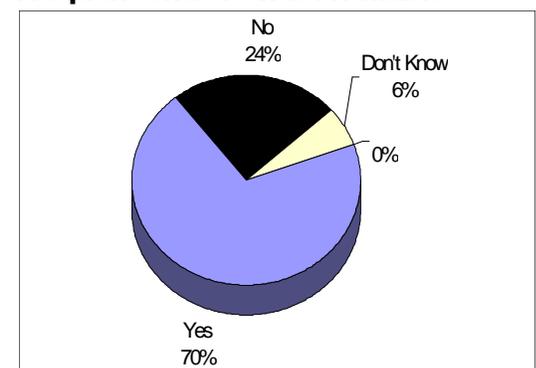
### Desire for a Range of Different Transportation Services



Source: NPS, Washington, DC Visitor Transportation Survey, 11/03

*Four different transportation system categories were presented in the NPS Visitor Transportation Survey. Eighty-five percent or more of respondents felt it would be "desirable" or "very desirable" to have any of the four different types of transportation services described in the survey.*

### Willingness to Park 15-30 Minutes from National Mall and Memorial Parks if Frequent Shuttle was Available



Source: NPS, Washington, DC Visitor Transportation Survey, 11/03

*Seventy percent of overall survey respondents were willing to use remote parking and shuttles to access the National Mall and Memorial Parks. Of those willing to use remote parking, approximately two-thirds were also willing to pay for parking.*

# Background

## Policy Guidance for National Park Service



NPS Management Policies 2001 provide the following guidance related to transportation planning for national parks. “NPS will, where appropriate, emphasize and encourage alternative transportation systems, which may include a mix of buses, trains, ferries, trams, and—preferably—non-motorized modes of access to, and moving within, parks. In general, the preferred modes of transportation will be those that contribute to

maximum visitor enjoyment of, and minimum adverse impacts to, park resources and values.”

“NPS will explore transportation systems if a project:

- ◆ Is appropriate and necessary to meet park management needs or to provide for visitor use and enjoyment;
- ◆ Is designed with extreme care and sensitivity to the landscape through which it passes;
- ◆ Will not cause unacceptable adverse impacts to natural and cultural resources, and will minimize or mitigate those that cannot be avoided;
- ◆ Will not cause use in the areas it serves to exceed the areas visitor carrying capacity;
- ◆ Will incorporate the principles of energy conservation and sustainability;
- ◆ Will incorporate universal design principles to provide for accessibility for all people, including those with disabilities;

- ◆ Will take maximum advantage of interpretive opportunities and scenic values;
- ◆ Will not violate federal, state, or local air pollution control plans or regulations; and
- ◆ Is based on a comprehensive and multi-disciplinary approach that is fully consistent with the park’s general management plan.”

“The Service will work cooperatively with other federal agencies; tribal, state and local governments; regional planning bodies; concessioners; citizen groups, and others to design and promote alternative transportation systems for park access and circulation. In-park transportation systems should be linked to public transportation whenever feasible, through cooperation with public transportation agencies and gateway communities. A decision to provide visitor transportation systems will be based on a finding that the system:

- ◆ Is a cost-effective alternative to the construction, operation, and maintenance of additional roads, parking areas, and support facilities;
- ◆ Will reduce traffic congestion, noise, air pollution, and adverse effects on park resources and values;
- ◆ Will enhance the visitor experience by offering new or improved interpretive or recreational opportunities; by simplifying travel within the park; or by making it easier or safer to see park features; and
- ◆ Will conserve energy and utilize alternative fueled vehicles whenever practicable.”

## Visitor Tour Market and Transportation Strategies

### LOCAL TOUR MARKET

The NPS has conducted research to assess the local tour market and best practices in visitor transportation planning. The findings will be used as a valuable reference for this planning process.

Washington, DC continually ranks among the top tourist destinations in the nation, and travel and tourism is estimated to be a nearly \$10 billion industry for the region. A wide range of tours are available to visitors including, water excursions, historical walking tours, themed van tours and sightseeing trolley or tram tours. The most dominate type of tour to the region remains motorcoach or packaged charter tours. Most guided single day tours in the Washington, DC area cost between \$20 - \$40, with the exception of a numerous of free, guided walking tours.

Most tour operators offer more than one tour, offering a range of services in routes, themes, and in some cases shuttle services from area hotels. Some examples of themes and variations include, espionage and scandal themed tours, routes and tours focused on African American sites, self-guided tours with site interpretation available via personal cell phone, and kayaking tours that combine environmental stewardship with waterfront sightseeing.

### NATIONAL / INTERNATIONAL TOUR MARKET

The John A. Volpe Transportation Systems Center assisted the NPS by conducting research to assess national and international practices in providing visitor transportation services. Four United States cities and one foreign city were researched to identify strategies that could possibly be utilized in this project setting. The cities included Boston, Philadelphia, Savannah, Orlando and London.

There will be more information from the full report at the public meetings, but a few creative ideas from Savannah, Georgia are noted below.

- ◆ The Historic Area Shuttle (also called the Downtown Loop) offers visitors a free ride through Savannah’s historic district. The route offers links to other Catham Area Transit (CAT) bus routes and the Savannah Belles Ferry service.
- ◆ Tour operators are regulated and may only use designated routes and areas for passenger loading/unloading.
- ◆ Through creative marketing material and visitor guides, Savannah strongly encourages visitors to stop at an initial Visitor Information Center and make use of remote parking and alternative transportation services rather than driving into the historic district.

# Building Blocks

for Potential Transportation Services

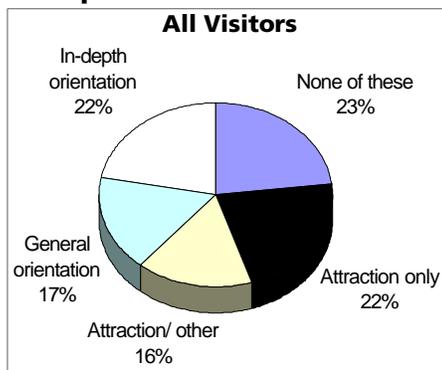
## The Range of Alternatives

The NPS will explore a full range of feasible alternatives for any transportation system it may decide to provide. It is not the intention of the NPS to duplicate transportation provided by others. The NPS will evaluate all public feedback to help identify and determine which future transportation services are appropriate for NPS sites. Four general categories of services were described in the 2003 [NPS Visitor Transportation Survey](#) and respondents showed no strong preference for one type of service. This may indicate a demand for multiple or layered transportation services to accommodate differing types of visitor needs and desires.

Within any alternative there are many different ways to meet visitor needs, and different approaches can be layered to provide a range of services. NPS policy indicates that transportation can offer new or improved interpretive or recreational opportunities as well as simplify travel making it easier and safer to see the destinations. Think about and share ideas on how these four general categories of transportation services from the 2003 NPS Visitor Transportation Survey could be combined or modified to provide transportation for visitors:

- ◆ Frequent transportation service between visitor attractions would be used mainly by tourists; no commentary about local attractions would be provided.
- ◆ Frequent transportation service between visitor attractions and other destinations (e.g. office buildings, shops, hotels and restaurants) would be used by tourists and residents; no commentary about local attractions would be provided.
- ◆ Transportation service with general introductory orientation to the metropolitan Washington, D.C. area and visitor attractions; the information provided could include the hours that attractions are open, how much it costs to visit sites, etc.
- ◆ Transportation service with in-depth educational or historical commentary about things you may see on the route; the information provided could include details about the reason memorials were built or facts about historic events or government leaders.

### Transportation Service Preference



Respondents were fairly equally interested in each of the four types of transportation services when asked to select their most preferable choice. This may indicate a market for more than one type of transportation system, or a transportation service that accommodates various needs and interests.

Source: NPS, Washington, DC Visitor Transportation Survey, 11/03

## How Would the System Operate?

Upon selection of a Preferred Alternative, implementation strategies will be examined to determine the best means for funding, delivering, and managing the service. Considerations will include ownership options, contracting methods, funding sources, financing options and visitor fees/fares. At a minimum, the basic approaches listed below will be evaluated to determine the most efficient strategy for providing high quality services.

- ◆ **Concession Operated** - NPS can develop a contract with a concessioner to provide visitor transportation, similar to the current Tourmobile operation. Commercial services contracts must be determined to be necessary and appropriate services providing for public use and enjoyment that cannot be met outside the park boundaries.
- ◆ **Public/Private Operation** - A partnership between public and private entities that seek mutual benefits from a visitor transportation system.
- ◆ **NPS-Owned** - A transportation system which is exclusively owned and operated by the NPS. This would eliminate the need for special contractual arrangements but require the provision of services that are not typically undertaken by the NPS.

## Education, Interpretation and Orientation

There are numerous ways to orient visitors and provide them with education and interpretation. Multiple approaches can be combined together. Help us consider what methods should be available.

- ◆ **Individual Audio Guides** - Museums often offer personal audio equipment so that visitors can experience the same exhibit differently – some visitors chose not to use the audio at all, some listen as long as they want and select only those topics or exhibits which are of personal interest. These flexible audio systems may also offer themed or multilingual options as well. This approach can be applied to visitor transportation as well. For example, visitors to Paris may use low cost headsets which plug into any visitor bus they ride. Trolleys in Boston use audio wands to provide education in foreign languages.
- ◆ **Live Guides** - Tour guides or driver guides can interpret or provide an orientation to the area. Drivers or guides may also be costumed to interpret historic periods.
- ◆ **Broadcast Audio** - Audio and music can be broadcast through vehicle sound systems – some messages are keyed to play as a vehicle passes a geographic location.
- ◆ **Electronic Messages** - A message display can announce stops or provide brief information about what is located near the stop.
- ◆ **Written Guides** - Vehicles can carry pamphlets or maps about destinations or listings of current events.
- ◆ **Interactive Visual Guides** - Vehicles can be equipped with video monitors connected to cameras that can zoom in to provide close up views; play video of what can be seen at various destinations; or potentially broadcast ongoing events or congressional hearings.

# Building Blocks

for Potential Transportation Services

continued

## Vehicle Technology and Types

Multiple vehicle types will be considered for use as part of a future visitor transportation system. Vehicle types offer an assortment of tradeoffs including passenger capacity (different seating configurations), maneuverability, visual characteristics, ADA accessibility, engine performance and alternative fuels. An initial set of vehicle technologies and types are presented on these pages for review. Most of these vehicles can be customized with additional options such as low floor configurations, unique exterior designs, expanded standing room, removable windows, etc. We would like your ideas and preferences for vehicle type and appearance.

### STANDARD TRANSIT BUSES

Standard transit buses are typically 40-45 feet in length and require 11 to 12 foot lanes for safe operation. The design of these buses provides accommodations for moderate to high passenger volumes, and efficient loading and unloading in areas with frequent stops and complex visitor travel patterns. Passenger capacity ranges from 35 to 48 seated.



### SMALL TRANSIT BUSES

These buses are typically used in urban settings where ridership levels do not justify large transit buses or better maneuverability is necessary. Seated capacity typically ranges from 20 to 35 passengers. While initial costs may be lower, these durable buses are generally more expensive than larger buses on a per-passenger basis.



### ARTICULATED TRANSIT BUSES and BUSES WITH TRAILERS

Articulated buses maximize passenger capacity by using a trailer (nondetachable) joined to the main vehicle by a special joint or articulation to provide a 55-60 foot overall vehicle length. Seated capacity is approximately 50 to 70 passengers. Most models have multiple doors for easy boarding and alighting. Buses with trailers utilize a powered lead vehicle with one or more un-powered trailer units. Generally, both units provide passenger accommodations so the vehicles can operate with or without the trailers. This configuration is less maneuverable than smaller trams but more maneuverable than articulated buses. They also offer flexibility to respond to variations in demand patterns by using different combinations of trailer units. Seated capacity per unit is typically 25 to 40 passengers.



### HISTORIC TROLLEY REPLICAS

This vehicle design is typically based on durable small transit buses, but can be designed from standard transit buses. The style offers an easily identifiable and distinctive transit vehicle, which can also be important in areas where multiple transit systems are operating. While generally accommodating lower passenger levels, the per-passenger costs may be more expensive than other options. Seated passenger capacity ranges from 20 to 35.



# Building Blocks

for Potential Transportation Services

continued

## Vehicle Technology and Types *continued*

### DOUBLE DECKER BUSES

This vehicle type is generally designed to accommodate large passenger volumes (60 to 82 seated passengers) and is best suited for medium to long-distance trips. Open top buses are available. Double decker buses offer maximum viewing potential from the upper level but typically require more time for boarding and alighting. These vehicles are not suitable in areas with restricted clearances.



### TOURIST TRAMS

Various designs are available for this vehicle type, including vehicles modeled after trains and other unique themes. These specialized units use a lead vehicle which is powered, and one or more passenger trailer units (20-40 seated passengers). Vehicles can be customized to maximize viewing and perform especially well where frequent loading and unloading of larger groups is required.



### NPS PROTOTYPE BUS



This vehicle was developed to evoke NPS touring cars of an earlier era in large western parks, similar to those still in use at Glacier National Park. While the bus was developed so that it could convert to a tracked vehicle in the winter, it could be adapted for an urban area. The bus can be modified to serve from 18 to 30 passengers. This design includes low floors, easy access for disabled visitors, large side windows for good visibility, an open air top, and the ability to run on various fuels, including less polluting alternative fuels such as liquid natural gas (LNG) and propane (LPG).

## Routes



Transit route planning requires an understanding of passenger demand patterns as well as the transportation network that links the system together. To maximize passenger convenience, a route should provide stops in close proximity to key activity centers.

In addition to convenience, route planning has a direct correlation to operating requirements and related costs. Some key considerations for route planning are noted below.

### ROUTE PLANNING CONSIDERATIONS

- ◆ Minimizing travel time is important to rider convenience since a bus trip includes walking to a stop and waiting for the vehicle in addition to the actual travel time. Too many stops and transfers can decrease convenience.
- ◆ Different route patterns and/or other transportation services should intersect at strategic locations to offer visible and convenient connection points.

- ◆ Longer routes require more vehicles, therefore increasing capital costs and operating costs.
- ◆ Route travel times and resulting operating costs can be significantly influenced by congestion on roadways. Dedicated travel lanes for transit vehicles or priority treatments at intersections can offer advantages over operations in mixed traffic flow.
- ◆ Route planning should be carefully coordinated with local security measures and related facility planning. Special treatments at station locations such as lighting and open platform areas can also help improve passenger safety.

The study team will seek input from the public in helping define the most efficient routes and stop locations for future visitor transportation services. Information from the visitor survey will be used to illustrate and evaluate the magnitude of travel patterns between key destinations. We need your ideas on how to seamlessly connect both current and planned visitor attractions with future transportation services. The tradeoffs of various route concepts will be evaluated to optimize convenience and technical feasibility.

# Building Blocks

for Potential Transportation Services

continued

## Stops and Facilities

Stop locations are an important factor in determining how convenient a transportation system is to visitors. Convenience was the most important consideration for respondents to the 2003 NPS Visitor Transportation Survey. Easy connections to the subway topped the list. Stops can serve both connections to other services, such as Metrorail, or can serve a particular destination, such as the soon to open, WWII Memorial, or may be a combination of both. Cities such as New York, London and Paris have stops for public buses, private sightseeing services and subway at the same location. Private sightseeing services in Boston and New York are often located at major public bus / transportation stations, as well as multi-modal centers such as docks where visitors transfer to water transportation. In these examples, each type of service has a unique identity and function, but connects seamlessly. Stop locations may also need to provide facilities. Think about the types of services and facilities that should be provided at different types of visitor transportation stops. What is needed?

- ◆ **Stops located at subways and train stations.** Rest rooms, orientation maps, ticket information and purchase booths or machines, seating, sign identifying the stop, electronic information about wait time, public telephones?
- ◆ **Stops located near primary parking facilities.** Ticket information and purchase, shelter, seating, rest rooms, route information, sign identifying the stop, electronic information about wait time, orientation maps, public telephones, pick up and delivery from personal vehicles?
- ◆ **Transfer stops located where routes intersect.** Ticket information and purchase, shelter, seating, route information, sign identifying the stop, electronic information about wait time, orientation maps?
- ◆ **System stops.** Shelter, seating, sign identifying the stop, electronic information about wait time, orientation maps?



Within this study, we will explore transportation-related facilities to ensure context sensitive design and siting.

## Ticketing

Visitors were also asked to consider a range of ticket options in the 2003 NPS Visitor Transportation Survey. The survey results indicated that the most important ticketing approach was a full day pass with the ability to hop on and off vehicles. There are many approaches to ticketing and some creative ways of using public and private partnerships. Boston and London encourage visitors to use public transit by offering visitor-oriented multi-day public transit passes. Here in Washington, DC, WMATA, the Metrorail operator also offers multi-day passes. Private sightseeing services in New York and Paris use multi-day passes that have significant discounts, or combine with night passes. Some cities, such as Savannah, GA and Orlando, FL offer some free services that are funded either by comprehensive transportation strategies, business districts or individual attractions such as Disneyworld. Some private sightseeing services offer free passes to local hosts of visitors.

## Developing a Preferred Alternative

The National Park Service uses a process called "Choosing by Advantages" (CBA) to make cost-effective and value-based decisions both for planning and construction projects. This process can also be used to improve alternatives and to reduce costs. CBA will be used to develop a preferred alternative from within the range of alternatives that the public will help NPS define. The National Park Service is required to explore a full range of feasible alternatives for all projects. In any range of alternatives there are differences, and those differences are decision factors. CBA helps the NPS rate and rank differences, decide which differences offer more advantages and can help the Park Service craft a preferred alternative that brings together the advantages of several different alternatives.

The CBA process will take place after a range of alternatives has been presented in the next newsletter for public comment. Public comment on Newsletter 2 will also be sought about the criteria and factors that will be used in the CBA process.

# Ways to Participate!

For more information, contact the NPS Transportation Planning Team at [ncr\\_transportation\\_study@nps.gov](mailto:ncr_transportation_study@nps.gov) or Transportation Analyst at 900 Ohio Drive S.W. Washington, DC 20242

202-485-9877

## WINTER 2004

- ◆ Read and comment on Newsletter No. 1
- ◆ Participate in February 2004 Public Meetings
- ◆ Share your ideas, comments, concerns at any time via mail, e-mail or telephone

## SPRING / SUMMER 2004

- ◆ Stay tuned for future public meetings and join us to review the range of alternatives
- ◆ Read and comment on Newsletter No. 2
- ◆ Share your ideas, comments, concerns at any time via mail, e-mail or telephone

## WINTER 2004 / 2005

- ◆ Review and comment on environmental documentation
- ◆ Participate in future project development public meetings

## WINTER 2007 AND BEYOND

- ◆ Visit the National Mall and surrounding area to see and experience the improvements

## Public Meetings

Public meetings will be held to help the planning team gather information for the transportation study. These meetings will be the primary opportunity for all groups and agencies to provide feedback to the NPS on project scoping and development of alternatives for future services. The Public meetings will feature a variety of information related to this Visitor Transportation Study. Information on other plans and studies occurring in the region will also be available at meetings.

Thursday, **February 5, 2004**

**Old Post Office Pavilion\***

1100 Pennsylvania Avenue NW, Room 09

Washington, DC 20506

2 to 4 pm and 5 to 8 pm

\*Please use entrance from 12th Street

Friday, **February 6, 2004**

**Women in Military Service for America Memorial  
Arlington National Cemetery**

West End of Arlington Memorial Bridge

Arlington, VA 22201

2 to 4 pm and 5 to 8 pm

The NPS also invites any interested party currently conducting related planning for transportation or visitor services for the Washington, DC area to prepare an informational exhibit for display purposes only at the Public Meetings. Each person or organization is limited to one (1) 24"x36" foam-core exhibit board dealing with your proposals only. All exhibits must be registered with the National Capital Parks-Central Transportation Analyst at (202)485-9877 or [ncr\\_transportation\\_study@nps.gov](mailto:ncr_transportation_study@nps.gov) by January 23, 2004.

Information on NPS and NPS Planning and Management Policy can be found at [www.nps.gov](http://www.nps.gov).

## Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas

National Park Service  
U.S. Department  
of the Interior



## Public Meetings

Thursday, **February 5, 2004**

**Old Post Office Pavilion\***

1100 Pennsylvania Avenue NW

Room 09

Washington, DC 20506

2 to 4 pm and 5 to 8 pm

\*Please use entrance from 12th Street

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Arlington, VA 22201

2 to 4 pm and 5 to 8 pm

Department of the Interior  
National Park Service  
Attention: Transportation Analyst  
900 Ohio Drive, S.W.  
Washington, D.C. 20242

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## **Appendix C - Newsletter Comment Response Form**

UNITED STATES DEPARTMENT OF THE INTERIOR  
NATIONAL PARK SERVICE  
Denver Service Center - Anderson DSC/PSD  
12795 West Alameda Parkway  
PO Box 25287  
Denver, CO 80225-0287



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Please use the form on the back of this page to submit your comments on the National Capital Parks Central (NACC) Visitor Transportation System Plan/EA. When you have completed the form, fold it, tape it at the bottom (do not staple), and drop it in the mail. Return this form by \_\_\_\_\_, 2004.

If you want to be added to the mailing list or would like to make an address correction, please fill out the following:

- Check here to add your name to the mailing list
- Check here to remove your name from the mailing list
- Check here if you have corrected your address below

Your information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

E-mail: \_\_\_\_\_

Please add the following individual(s) to the mailing list:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

E-mail: \_\_\_\_\_

# Comment Form

(Feel free to attach additional pages)

**Comments on Goals from the EA** - These goals are statements of desired outcomes that relate to the reasons the NACC Visitor Transportation System Plan EA. Should this EA have additional goals?

**Comments on the Draft Issues and Concerns** - Please review the issues and concerns presented and provide your comments. Also, please tell us if there are other issues or questions that you think should be addressed in the Visitor Transportation System Plan.

**Ideas** - Please give us your ideas on how the park can improve visitors' experiences while protecting resources in the area.

**Other Comments** -



## **Appendix D - Public Comment Transcripts**

- D 1. Public Meeting Flip Chart Comments (report)
- D 2. Public Meeting Form Comments (report)
- D 3. Newsletter Form Comments (report)
- D 4. Comments Regarding Use of Segways and Pedicabs
- D 5. Comment Summary Spreadsheets (19 sheets total)



**D I. Public Meeting Flip Chart Comments (report)**

## Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas

### Public Meeting Flip Chart

<i>Comment ID</i>	<i>Comment</i>
36	WMATA – Regional bus study – All Maryland and Virginia commuter coach stops?
37	No consideration for pedestrians and bikes; 1990 – five rec trails in NCR
38	Security constraints, lack of curb cuts, pedestrians
39	Tour Group Use of Metro: send groups tickets for use of metro (as part of the tour); need more shuttles (more marketing of shuttles) (hotel, Kennedy Center); 500 tour bus spaces needed (mostly exist) and need shuttles from metro – people would use them.
40	Bikes on Metro: not rush hour; weekends; not on 4th of July; no longer need bike pass; location of curb ramps needed near 19th and 21st (S. side) widen area for bikes; 15th to 17th on north side of Independence dangerous for bikes; make 10 foot wide paths – for maintenance and safety; Tourmobile – consider bike racks or trailer for bikes; private buses currently provide tourist services downtown.
41	Any plan must include private bus consideration: efficient, bring lots of revenue to D.C.; no cost to taxpayers; 7 m visitors arrive by coach or rely on buses; parking needs must be addressed (10-15 minutes from mall would be ideal from long-term parking, more short term parking on or near attractions, reserved parking should be considered); drop-off locations are needed that are close to attractions and have flat surfaces that can accommodate a wheelchair lift; tour bus idling laws must be made more realistic; many privately owned and operated sightseeing and trolley services already exist and can be expanded if infrastructure (parking, etc) are improved.
42	Focus of study must be transportation writ large not only focus on concession aspect of transportation services. NPS has roads, trails, sidewalks, gateways, and there is an absence of transportation infrastructure as well. To fail to take transportation in the larger context is to fail to improve this aspect of stewardship for another generation (25 years + until next study).
43	Bicycle and Pedestrian Needs: designated bicycle and pedestrian routes with signage and specific bicycle lanes; publicize these; much more bicycle parking on mall; pedestrian/bike cross lights to get across G.W. Parkway. It's dangerous!; improve Rock Creek bike trails and connections to mall; reduce pollution. Use CNG and hybrid buses; work with new D.C. Bicycle Master Plan to integrate routes.

## Public Meeting Flip Chart

<i>Comment ID</i>	<i>Comment</i>
44	Please consider needs of folks who want to visit only for 1 or 2 destinations on the mall (such as new WWII Memorial). They don't need to spend \$18.00 and get the beginner's orientation that Tourmobile offers.
45	Improve/provide efficient pedestrian, wheelchair, stroller access between Union Station and the Capital Visitor Center.
46	Develop a comprehensive bicycle transportation plan for National Mall and monumental core. Include bike parking and rentals.
47	Existing Service: Smithsonian – Air and Space shuttle to UDVAR-HAZY (\$7 R.T., every 1½ hours – 9, 10:30, 12, 1:30, 3:00 and 5 pm from either direction (50 minute transit time)); motorcoaches.
48	Part of the mix! Comfortable, can pool buses, clean, buy timed tickets.
49	Commuter bus services – coordinate/consolidate stop locations.
50	Consolidate local shuttles (Smithsonian, agencies, departments) and help fund.
51	Bikes Rule: they fight congestion; they are healthy; they are easier than walking the mall; with ADA compliance the infrastructure exists or will so use it with other modes of transit like bikes, electric wheelchairs, strollers, etc.; low impact for noise, air, light and other pollution; they are
52	Coordinate Tourmobile and visitor signage.
53	DC DOT Bicycle Master Plan update is not mentioned on the list of related planning efforts!
54	No reference to bicycling as a transportation choice in the visitor survey. There are over a million visitors per year by bike in NCR parks.
55	Add bikes as an alternative vehicle type. DC is not Yellowstone.



**D 2. Public Meeting Form Comments (report)**

## Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas

### Public Meeting Form

<i>Comment ID</i>	<i>Comment</i>
18	<p>Capitol visitor center must be accessible from union station gateway as an aesthetic park stroll rather than fight through multiple traffic intersections. Best [solution] would be no cars on Columbus Circle in favor of a full park. I [would] like making a "big airport style" moving a walkway from Union Station to Capitol Visitor Center for persons with disabilities to enjoy nice view [while] approaching capitol (on ground or elevated walkway).</p> <p>Inner bike beltway comes from NY Ave Metro down 2nd St. NE to "F ST" and needs to easily connect to National Mall and on to C &amp; O Canal Park past Georgetown. Ideas from other cities about aesthetic green ways are all good. Encourage other than vehicular traffic by making such attractive bike rental, tourist shuttles (automated signage on schedules with real info on "3 min to next bus") makes non-bus users comfortable to try (only poor folk use the buses at home)</p> <p>Traffic to Union Station - generally discourage cars, but they will come. New Capitol Visitor Center and "station place" SEC building will make "HST" and northward bound traffic difficult. Long-term express link to limited access Route 50 East/ 295 North needed.</p> <p>Surface trolley ideas, especially east to west would be great (i.e. cheaper than metro tunnel). Automated signage for wait crucial for tourists.</p> <p>Bike and pedestrians / wheelchair access need to be considered at beginning of planning process; when added at end, they are costly and less functional.</p> <p>Support river walk from Langston to Kennedy center on both sides of river to encourage development and appropriate use.</p> <p>National Arboretum is a treasure; the fencing of river not good; can we clean up Kingman and other Anacostia Islands?</p>
19	<p>Large scale bike parking at big events; + 300 on Earth Day 2000; temp police barricade - coat check system.</p>
20	<p>Reduce private auto parking on mall. Create remote parking. Create dedicated transit lines on mall. Need competition. Two service options: 1) Transit (low fare) and 2) Tour - qualify several providers at one fare and let them "compete". Compete service and rate to get the best.</p>
21	<p>Stops at level place to facilitate ADA platform on a vehicle; shared load and unload facility; need to have +/-10 minutes to load and unload; people want to see lots of stuff in a hurry; need to load and unload within +/- 5 minutes to attract; need to load maps onto website.</p>
22	<p>1000 visitors/day in winter; 20-30,000 visitors/day in spring; 4 M visitors/ year; Transportation system needs to respond to the fluctuations in visitor patterns by time of year.</p>

## Public Meeting Form

### *Comment ID*

### *Comment*

- 
- |    |  |
|----|--|
| 23 | Make Tickets available in advance by internet, not a line on the day of. Coordinate tickets at other sites and non-NPS sites, too. Skip Coburn says Ticketmaster is willing to coordinate this for a small fee per ticket - \$1.00 or a little more. Make more tickets available to tour industry so they can plan early and ensure a better, more predictable trip. Need more loading and unloading spaces; keep non-buses out of the ones we have. Make tickets available in quantities large enough for one whole bus +/-60; currently limited to 30 and then you have to call back.  |
| 24 | Submitted survey with no written comments.   |
| 25 | There is a great importance in both facilitating and encouraging bike usage as a mode of transportation and as a source of tourism in its own right. Bikes leave few marks on the environment. They encourage healthy living and they are generally unobtrusive for tourists (as they are quiet) and could, with the proper assistance, be both safe and unobtrusive for other modes of transportation (i.e. better bike paths and more bike lanes). For the National Parks they should be given. In addition to servicing concepts of preservation (bikes provide no emissions, which leads to deterioration of sights), but it also opens up the widespread sights to more people in a cost-effective manner. Bike the Sites provides this unique service with an excellent tour that makes use of the NPS bike paths. Around the mall and down to Mt. Vernon Bike the Sites customers are able, either through guided tour or rentals, to be exposed to the rich history and beautiful Park land here in the D.C. Region. Then NPS and BTS seem to be a natural fit, sharing common goals and values. We look forward to continued care of all-important trails and the new installation of bike parking opportunities. |
| 26 | Didn't know about Tour Mobile - not in my tour book. Need Tour Mobile signs at metro stops. Need more info about frequency, running times, etc.  |
| 27 | <p>I keep trying to wrap my brain around the scope of the project, both the physical scope (all NCR parks, only those adjacent to the mall, others, etc.) and the policy scope: transportation system, transportation services, access, ?).</p> <p>If the scope is transportation system, what about transportation infrastructure? If it is transportation service, what about bicycle rental and public transportation?</p> <p>The criteria for evaluating the alternatives should be made available for public comment prior to the evaluation of alternatives and a selection is made.</p>   |
| 28 | For bike sharing consider using some kind of gym club or zip-car approach to permitting use of bikes to avoid liability issues.  |

## Public Meeting Form

### *Comment ID*

### *Comment*

---

29

The transportation study missed a great alternative to the "Tour Mobile" option by not exploring the bicycle issue. Cities like Paris, Munich, Barcelona, Amsterdam, San Francisco, Boston, Portland, Seattle and Minneapolis have both bicycle tour companies and pro-bicycle offerings (trails, racks, info brochures). To protect the historical and large area that is the mall, bicycles are a healthy low-impact for pollution (noise, emissions, aesthetics) and a joy to be around.

Washington is turning more towards security for all of its public venues including the National Mall and neighborhood. Again, bikes can move easily and quietly to get folks closer to monuments, museums, and world famous land marks that are often inaccessible because of distances and time constraints. Our tours at Bike the Sites sees the same amount of attractions plus adding relevant and valuable info while accomplishing this in a third of the time. While not everyone will do this on our tour, they can rent a bike, bring in their own or wheel around in a mobility scooter. There should be alternatives to the "bus" option for the folks of any ability. We have and can accommodate families, the elderly, and large groups while on bikes showing off this beautiful space.

It has struck me that so many other National Parks in the US and the world offer different ways of getting around on foot, mule, river raft, bus, and of course bike.

The additional benefit of bikes moving everywhere is that they need the same building, sidewalk, etc. access that the mobility-impaired need. Bike the Sites appreciates and looks forward to more accessibility for its bikes, mobility scooters, strollers, and regular wheel chairs we rent to move folks around.

30

A comprehensive bicycle transportation plan is needed for the National Mall and the monumental lore. Then implement it.

The 1990 report "Paved Recreation Trails in the National Capital Area" would be a good starting point.

Bicycle access needs to be considered in all construction and development projects. The Mall is a booby-trapped disaster for bicyclists.

A high quality route for the East Coast Greenway (from Union Station to the Mount Vernon Trail) is essential and a top priority. Install quality bike racks (inverted U's) everywhere.

## Public Meeting Form

### *Comment ID*

### *Comment*

---

31

It was not until last week that I received your brochure about the upcoming public meetings on February 5th and 6th associated with the National Park Services, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas. As a result, I have not had time to prepare and "displays" for the meeting. However, think that the District Department of Transportation (DDOT) can be clear in our message to the National Park Service and others about the following points:

The parks, monuments and memorials administrated by the National Park Service attract millions of visitors to Washington, DC in the same manner as visitors are attracted to other parks such as Yellowstone and Yosemite. Similar to those parks, the crush of visitors driving their own private vehicles can degrade the park experience that draws people here. Likewise, a failure to appropriately manage tour buses and school buses can have a similar effect.

In Yosemite, Zion and other parks, NPS provides visitor transportation services to reduce vehicular impacts. NPS should do the same in Washington DC by: 1) Supporting circulator systems such an Tourmobile, the Downtown Circulator, etc; 2) Providing safe loading and unloading zones for circulators, private motorcoaches and school buses; 3) Restore the visitor drop-off area north of the Washington Monument on the south side of Constitution Ave.; 4) Restore the service roadway along the south side of Constitution Ave between 23rd St. and VA Ave. NW for use by motorcoaches; and 5) By providing secure an convenient parking for motorcoaches and school buses along Madison, Jefferson and Ohio drives and underneath the Mall, the Ellipse and Banneker Park (10th Street Overlook).

DDOT looks forward to participating with the National Park Service in this study. Please let us know as soon as possible your schedule for stakeholder meetings and other study events and processes in which DDOT will participate.

32

Happy you are doing this.

Because you are dealing with a single system, I find it hard to propose a route. The interface with city systems is critical for both access and interpretive rides. There needs to be increasing access to the other areas or the city beyond the Mall. Whether or not this system can do that is an economic decision.

Until a planning decision is made about multiple visitor orientation centers, it is hard to know how important interpretation during rides really is. I assume foreign language interpretation will also be handled. The objective of the system and routing ought to be to unfold as much of the city as possible.

Vehicles ease of on/off is critical; also the low floor- flexibility to deal with weather. In summer as open as possible to the outside so that temperature shock is minimized. None of the vehicles shown are appropriate.

A system for separating the function of "rapid" transportation from slower interpretive rides needs to re developed (color coding?).

Water tanks, etc. are really a quite different topic.

Bike rental is also a different topic but would be a nice idea if bikeways and bike parking areas were developed.

Routing needs to consider food services, restrooms, etc.; also access to vehicles while transferring to remote parking lots.

Work closely with DCDOT and BID on the circulator project and integrate.

## Public Meeting Form

### Comment ID

### Comment

- 
- 33 Smaller vehicles, clean emissions, battery/electric. Use old stone building at Constitution and 15th as an information center. These tours Presidential; boat transportation, Lincoln-Jefferson water taxi, more. Find out why museum tours did not work. Connections for train service.
- 34 Sunday a.m. is peak; in DC you cannot park a bus legally. Packed all day Sunday. No overflow for buses; double and triple stack in Memorial Drive managed by USPP. Could market orientation to military group with new people coming in often. People struggle to get here; signage is bad. Before 9 a.m. cannot turn for SB George Washington Memorial Parkway (GWMP) to ANC.
- With \_\_\_\_\_ service request 6000/year. Can accommodate 3000/year.
- Tour buses will use Tourmobile at ANC. Disabled or seniors ride for free through ANC.
- "We get a lot of flushes"; 50 stalls for each m/w; 3 Tourmobile stops; each have designated pull off. Alternative fuel vehicles are quiet; triple run quick load; check on this.
- Four million a year at ANC. Check turnstile data from WMATA; probably less than 1/3 arrived by Metro Rail; no visitor feedback from visits on arrival mode. 80% between 3/15 - 7/15. Current 3 stops seems to work well. Willing to expand parking lot; need funds; handicap-accessible is really needed.
- 35 Anacostia Corridor: wetlands history (destruction "reclamation of malarial swamps") to reconstruction "tidal marsh restoration".
- Bonus marches (1st major "take your protest to DC" set precedent. Frank Fargrass, MacArthur, Eisenhower involvement. Main bonus camp was in Anacostia park, site of current HQ.
- Integration (as 1943 "race riot" at Anacostia Field House).
- Black history: don't forget Langston Golf Course.
- Ft. Chaplin - good walk, clean woods; Ft. Dupont - picnic area, historical trails; Ft. Stanton - spectacular view (church).



**D 3. Newsletter Form Comments (report)**

## Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas

### Newsletter Form Comments

<i>Comment ID</i>	<i>Agrees with Goals?</i>	<i>What would you add?</i>	<i>Comment</i>
1			NPS should lobby DC government to require meters in taxi cabs and get rid of the outdated and confusing "zone" system.
2	Yes		Association has participated in the forums submitted to DC DOT, NPS, etc.
3	Yes		Submitted survey with no written comments.
4	Yes		Submitted survey with no written comments.
5	Yes		<p>Create a metro ticket and visitor bus combination easily available in hotels and locations throughout the city.</p> <p>Connect stops with locations for parking in downtown. European cities have excellent signage for the parking availability.</p> <p>Improve highway signage. NPS is too inflexible in this area. Highway signage is too small and usually placed too late for new drivers. BTW, circles are too dark. We have lots of sculpture that is hidden. Paris, Madrid, and other cities are better lit. More should be lit than the Mall!</p>
6	Yes	Reopen Penn. Ave. and E. St. at the White House	Reopen Penn. Ave. and E. St. at the White house.
7			This is a wonderful informative newsletter! Good job! This trans study is greatly needed we need to get folks out of there autos - on foot - on bus - on bikes! We see the word "bicycles" in all transportation studies. Glad to have bicycles mentioned once in this survey.
8	Yes		Please explore and peruse as many environmentally preferable options as possible - alternative fuels and re-fueling stations, green design of buildings, etc.

## Newsletter Form Comments

<i>Comment ID</i>	<i>Agrees with Goals?</i>	<i>What would you add?</i>	<i>Comment</i>
9	Yes	Reduce congestion on mall and reduce pollution and conserve energy	Yes, to encourage use of public transportation, Metro; sales of tickets should include metro fare card for minimum round-trip fare.
10			Submitted survey with no written comments.
11	Yes		Submitted survey with no written comments.
12	No	Reduce air pollution by using electric or CNG vehicles	<p>You must contribute to our efforts to meet clean air act standards by using clean fuels (CNG and electric) and reducing car and diesel bus presence.</p> <p>Don't allow any more commercial use of the national mall as you did for the NFL.</p>
13	Yes		On vehicle design try to get a fine modern, elegant and very user-friendly design. Do not use a phony "historic" shuttle vehicle, such as the absurd tourist trolleys. Have good clear route maps at each setup.
14	Yes		Submitted survey with no written comments.
15	Yes	Provide a transportation system that reduces parking and traffic on nearby neighborhoods	Provide a transportation system that reduces parking and traffic on nearby neighborhoods.
16	Yes		Does the Park Service need to be in the transportation business. Couldn't this be done better by another sector?
17	Yes (mostly)	<p>Linking to existing transit as a priority.</p> <p>A system that works for visitors and residents.</p> <p>Focus on multi-modal with emphasis on bikes</p>	<p>It is important to approach this with perspective of not just out-of-town visitors, but also local visitors and residents. Mall and monument area is in the midst of the city and area is used recreationally for transportation especially bike commuting. Plans should incorporate making bike and walking easier for tourists and residents, and any vehicle choices should take into account safety and health and pleasant experiences for those biking and walking near vehicles.</p>



#### D 4. Comments Regarding Use of Segways and Pedicabs

Richard Drapkin <richard.drapkin@segwayHTamerica.com>

To: "Steve\_Label@nps.gov" <Steve\_Label@nps.gov>

cc:

Subject: Segway

05/25/2004 01:55 PM EST

Hi Steve,

I wanted to send you a quick note and introduce myself... Dave Mebane & Mike Franz @ City Segway Tours along w/ my longtime contact @ the NPS, Lou DeLorme both thought it would be a good idea to get in touch to see if I could add to your comfort level regarding our proposal to conduct Guided Segway Tours on the National Mall.

We may actually have met back in 2002 while I was working with the Park Service to organize the Segway Pilots on the National Mall and later at the Grand Canyon. In my position as a Relationship Manager for Segway LLC, I supported the week long Segway trial at your park, training several personnel on how to safely ride HT's and best incorporate them into their everyday work. We had folks using Segways for activities ranging from worker movement, to tree pruning, to trash collection! In the end, many of the participants in the trial reported very positive results, which eventually encouraged Lou to purchase a handful of units for use at HQ, The National Mall & @ Shenandoah Park.

Since that time, I've moved on to join one of Segway's distribution partners & am working with City Segway Tours to establish safe, enjoyable, guided tours of cities and historic sites. City Segway Tours has already developed a successful model in cities like Paris & Nice; and in partnership with our organization is about to open locations in New Orleans, Chicago & with your approval, in Washington DC on the National Mall. The key to our model is the guided ride approach. We put every rider through orientation to ensure that each person operates their HT in a safe manner, following the same Segway "etiquette" I imparted on riders in the NPS pilot (be respectful of pedestrians & the environment.) From there, a group is led on a tour, accompanied by a professional guide. This model has proven successful in maximizing the enjoyment of our tour customers, best capturing the benefits of Segway usage in this application. Having purchased their own fleet of units for use by company personnel, Disney has recently branched out into guided tours, launching their "Around the World at Epcot" tour which follows the same basic model we developed; also with much success.

I believe my work @ Segway & now with Segway HT America, in partnership with City Segway Tours gives us the experience necessary to ensure that the guided ride operation we've proposed will be "first class" and will reflect well on your commitment to providing visitors with an enjoyable, educational experience, while always respecting the environment. I look forward to discussing this with you, and perhaps visiting the park again in the near future.

Best regards,

Rich Drapkin  
508-533-0919 w  
508-864-3566 cell

"ruth" [ruth@pedicab.com](mailto:ruth@pedicab.com)

To: <ncr\_transportation\_study@nps.gov>

Subject: pedicabs on the Washington, D.C. Mall

04/12/2004 09:46 AM CST

We were looking at your website regarding transportation issues on the Washington, D.C. Mall and have been thinking pedicabs would provide a useful and fun alternative means of transportation.

We are the largest manufacturer of pedicabs in North America. You can check our web site at [www.pedicab.com](http://www.pedicab.com). We also have operated pedicab businesses in Denver, New York City, and Las Vegas.

Our pedicabs were sponsored by Target for the recent Cherry Blossom Parade and were very well-received. Pictured below are our pedicabs in front of the Capital Building. They are able to operate during parades because they are not carrying passengers for hire. We are looking for permission to operate a pedicab service carrying passengers for hire between the different attractions along the Mall.

We are wondering what regulations exist regarding pedicabs on the Mall? Also, with whom could we talk regarding providing a pedicab concession for the area?

Thanks,  
Ruth Vanderkooi  
Main Street Pedicabs  
[www.pedicab.com](http://www.pedicab.com)  
phone 303-295-3822



**D 5. Comment Summary Spreadsheets (19 sheets total)**

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**

**National Park Service**

nt ID: Template

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important					Average of All Responses
	1	2	3	4	5	
<b>Transit Services</b>						
One type of visitor transportation focusing on education						3.13
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)						2.25
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)						2.38
Multiple routes with hop-on and hop-off flexibility						1.5
Make it easy to use public transit instead						1.88
Shuttle services to/from remote parking areas						1.88
<b>Other Tools</b>						
Parking restriction combined with improved transit (e.g. no parking on the National Mall)						1.69
Improve pedestrian information (maps, up-to-the-minute informational displays)						1.56
Provide interactive visitor informational kiosks						2.38
<b>Educational Approaches</b>						
Live guides or driver guides						2.4
Choice of audio or language						2.8
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.)						2.33

**see individual comment sheets**

Vehicle Appearance and Type (check as many as you wish)	
Simple, non-commercial, dignified exterior.	
Exterior and interior advertising allowed.	
Brightly colored exterior with fun graphics.	
NPS arrowhead displayed to identify the service.	
"Federal" exterior image.	
Large buses, including articulated or with trailers.	
Small buses.	
Historic Trolley.	
Double-decker buses (if feasible)	

**see individual comment sheets**

Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)				
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Restrooms				
Ticket booths				
Shelter				
Seating				
Sign identifying top location				
Orientation maps				
Electronic signs showing wait times				
Public telephones				

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 1**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education				X	
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)			X		
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)		X			
Multiple routes with hop-on and hop-off flexibility	X				
Make it easy to use public transit instead	X				
Shuttle services to/from remote parking areas			X		
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)		X			
Improve pedestrian information (maps, up-to-the-minute informational displays)			X		
Provide interactive visitor informational kiosks		X			
<b>Educational Approaches</b>					
Live guides or driver guides				X	
Choice of audio or language		X			
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.				X	

Vehicle Appearance and Type (check as many as you wish)	Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.				
Exterior and interior advertising allowed.				
Brightly colored exterior with fun graphics.	X			
NPS arrowhead displayed to identify the service.				
"Federal" exterior image.				
Large buses, including articulated or with trailers.				
Small buses.	X			
Historic Trolley.	X			
Double-decker buses (if feasible)				
	Restrooms	X		
	Ticket booths		X	
	Shelter	X		X
	Seating	X		X
	Sign identifying top location	X	X	X
	Orientation maps	X	X	X
	Electronic signs showing wait times	X		
	Public telephones	X		

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 2**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education					X
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)		X			
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)		X			
Multiple routes with hop-on and hop-off flexibility		X			
Make it easy to use public transit instead			X		
Shuttle services to/from remote parking areas				X	
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)		X			
Improve pedestrian information (maps, up-to-the-minute informational displays)	X				
Provide interactive visitor informational kiosks	X				
<b>Educational Approaches</b>					
Live guides or driver guides	X				
Choice of audio or language			X		
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.)		X			

Vehicle Appearance and Type (check as many as you wish)	Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.	X			
Exterior and interior advertising allowed.				
Brightly colored exterior with fun graphics.				
NPS arrowhead displayed to identify the service.				
"Federal" exterior image.				
Large buses, including articulated or with trailers.				
Small buses.	X			
Historic Trolley.				
Double-decker buses (if feasible)				
	Restrooms	X	X	X
	Ticket booths	X		X
	Shelter	X	X	X
	Seating	X	X	X
	Sign identifying top location		X	X
	Orientation maps	X	X	X
	Electronic signs showing wait times			X
	Public telephones	X		X

# Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas

National Park Service

Comment ID: 3

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education			X		
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)			X		
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)				X	
Multiple routes with hop-on and hop-off flexibility	X				
Make it easy to use public transit instead		X			
Shuttle services to/from remote parking areas	X				
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)	X				
Improve pedestrian information (maps, up-to-the-minute informational displays)	X				
Provide interactive visitor informational kiosks	X				
<b>Educational Approaches</b>					
Live guides or driver guides					
Choice of audio or language					
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.					

Vehicle Appearance and Type (check as many as you wish)	Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.	X			
Exterior and interior advertising allowed.				
Brightly colored exterior with fun graphics.				
NPS arrowhead displayed to identify the service.				
"Federal" exterior image.				
Large buses, including articulated or with trailers.				
Small buses.	X			
Historic Trolley.				
Double-decker buses (if feasible)				
	Restrooms	X	X	X
	Ticket booths	X	X	
	Shelter		X	X
	Seating	X	X	X
	Sign identifying top location	X	X	X
	Orientation maps	X	X	X
	Electronic signs showing wait times			X
	Public telephones	X	X	X

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 4**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education			X		
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)		X			
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)		X			
Multiple routes with hop-on and hop-off flexibility	X				
Make it easy to use public transit instead					X
Shuttle services to/from remote parking areas		X			
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)		X			
Improve pedestrian information (maps, up-to-the-minute informational displays)		X			
Provide interactive visitor informational kiosks		X			
<b>Educational Approaches</b>					
Live guides or driver guides		X			
Choice of audio or language		X			
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.		X			

Vehicle Appearance and Type (check as many as you wish)		Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
		1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.	X				
Exterior and interior advertising allowed.		Restrooms	X	X	
Brightly colored exterior with fun graphics.		Ticket booths	X	X	
NPS arrowhead displayed to identify the service.	X	Shelter	X	X	X
"Federal" exterior image.		Seating	X	X	X
Large buses, including articulated or with trailers.		Sign identifying top location	X	X	X
Small buses.	X	Orientation maps	X	X	X
Historic Trolley.	X	Electronic signs showing wait times	X	X	X
Double-decker buses (if feasible)		Public telephones	X	X	

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 5**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education		X			
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)	X				
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)			X		
Multiple routes with hop-on and hop-off flexibility	X				
Make it easy to use public transit instead	X				
Shuttle services to/from remote parking areas	X				
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)				X	
Improve pedestrian information (maps, up-to-the-minute informational displays)		X			
Provide interactive visitor informational kiosks				X	
<b>Educational Approaches</b>					
Live guides or driver guides	X				
Choice of audio or language	X				
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.)		X			

Vehicle Appearance and Type (check as many as you wish)		Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
		1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.	X				
Exterior and interior advertising allowed.		X	X		
Brightly colored exterior with fun graphics.	X	X	X	X	
NPS arrowhead displayed to identify the service.	X	X	X	X	
"Federal" exterior image.		X	X	X	X
Large buses, including articulated or with trailers.	X	X	X	X	X
Small buses.	X	X	X	X	X
Historic Trolley.	X	X	X	X	X
Double-decker buses (if feasible)		X	X		

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**

**National Park Service**

**Comment ID: 6**

*Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all*

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education					
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)					
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)					
Multiple routes with hop-on and hop-off flexibility					
Make it easy to use public transit instead					
Shuttle services to/from remote parking areas					
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)					
Improve pedestrian information (maps, up-to-the-minute informational displays)					
Provide interactive visitor informational kiosks					
<b>Educational Approaches</b>					
Live guides or driver guides					
Choice of audio or language					
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.					

Vehicle Appearance and Type (check as many as you wish)	Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.				
Exterior and interior advertising allowed.				
Brightly colored exterior with fun graphics.				
NPS arrowhead displayed to identify the service.				
"Federal" exterior image.				
Large buses, including articulated or with trailers.				
Small buses.				
Historic Trolley.				
Double-decker buses (if feasible)				
	Restrooms			
	Ticket booths			
	Shelter			
	Seating			
	Sign identifying top location			
	Orientation maps			
	Electronic signs showing wait times			
	Public telephones			

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**

**National Park Service**

**Comment ID: 7**

*Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all*

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education			X		
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)			X		
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)	X				
Multiple routes with hop-on and hop-off flexibility		X			
Make it easy to use public transit instead	X				
Shuttle services to/from remote parking areas	X				
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)	X				
Improve pedestrian information (maps, up-to-the-minute informational displays)	X				
Provide interactive visitor informational kiosks			X		
<b>Educational Approaches</b>					
Live guides or driver guides			X		
Choice of audio or language			X		
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.)			X		

Vehicle Appearance and Type (check as many as you wish)	Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.				
Exterior and interior advertising allowed.				
Brightly colored exterior with fun graphics.				
NPS arrowhead displayed to identify the service.				
"Federal" exterior image.				
Large buses, including articulated or with trailers.	X			
Small buses.				
Historic Trolley.				
Double-decker buses (if feasible)				
	Restrooms	X		
	Ticket booths			
	Shelter			
	Seating			
	Sign identifying top location			
	Orientation maps	X		
	Electronic signs showing wait times			
	Public telephones			X

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**

**National Park Service**

**Comment ID: 8**

*Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all*

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education					
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)					
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)					
Multiple routes with hop-on and hop-off flexibility					
Make it easy to use public transit instead					
Shuttle services to/from remote parking areas					
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)					
Improve pedestrian information (maps, up-to-the-minute informational displays)					
Provide interactive visitor informational kiosks					
<b>Educational Approaches</b>					
Live guides or driver guides					
Choice of audio or language					
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.					

Vehicle Appearance and Type (check as many as you wish)	Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.				
Exterior and interior advertising allowed.				
Brightly colored exterior with fun graphics.				
NPS arrowhead displayed to identify the service.				
"Federal" exterior image.				
Large buses, including articulated or with trailers.				
Small buses.				
Historic Trolley.				
Double-decker buses (if feasible)				
	Restrooms			
	Ticket booths			
	Shelter			
	Seating			
	Sign identifying top location			
	Orientation maps			
	Electronic signs showing wait times			
	Public telephones			

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**

**National Park Service**

**Comment ID: 9**

*Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all*

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education		X			
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)				X	
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)					X
Multiple routes with hop-on and hop-off flexibility			X		
Make it easy to use public transit instead	X				
Shuttle services to/from remote parking areas					X
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)	X				
Improve pedestrian information (maps, up-to-the-minute informational displays)			X		
Provide interactive visitor informational kiosks				X	
<b>Educational Approaches</b>					
Live guides or driver guides			X		
Choice of audio or language				X	
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.					X

Vehicle Appearance and Type (check as many as you wish)		Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
		1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.	X				
Exterior and interior advertising allowed.				X	
Brightly colored exterior with fun graphics.				X	
NPS arrowhead displayed to identify the service.					X
"Federal" exterior image.					X
Large buses, including articulated or with trailers.	X	X			
Small buses.		X			
Historic Trolley.					
Double-decker buses (if feasible)				X	
		Restrooms			
		Ticket booths			
		Shelter			
		Seating			
		Sign identifying top location			
		Orientation maps			
		Electronic signs showing wait times			
		Public telephones			

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 10**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education		X			
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)		X			
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)	X				
Multiple routes with hop-on and hop-off flexibility		X			
Make it easy to use public transit instead	X				
Shuttle services to/from remote parking areas	X				
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)	X				
Improve pedestrian information (maps, up-to-the-minute informational displays)		X			
Provide interactive visitor informational kiosks					
<b>Educational Approaches</b>					
Live guides or driver guides	X				
Choice of audio or language					X
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.		X			

Vehicle Appearance and Type (check as many as you wish)	Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.	X			
Exterior and interior advertising allowed.				
Brightly colored exterior with fun graphics.				
NPS arrowhead displayed to identify the service.				
"Federal" exterior image.	X			
Large buses, including articulated or with trailers.				
Small buses.				
Historic Trolley.				
Double-decker buses (if feasible)				
	Restrooms	X	X	
	Ticket booths		X	X
	Shelter		X	X
	Seating			X
	Sign identifying top location	X	X	X
	Orientation maps	X	X	X
	Electronic signs showing wait times		X	X
	Public telephones			

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 11**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education		X			
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)		X			
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)			X		
Multiple routes with hop-on and hop-off flexibility		X			
Make it easy to use public transit instead		X			
Shuttle services to/from remote parking areas	X				
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)		X			
Improve pedestrian information (maps, up-to-the-minute informational displays)	X				
Provide interactive visitor informational kiosks	X				
<b>Educational Approaches</b>					
Live guides or driver guides		X			
Choice of audio or language	X				
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.		X			

Vehicle Appearance and Type (check as many as you wish)		Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
		1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.	X				
Exterior and interior advertising allowed.		X	X	X	
Brightly colored exterior with fun graphics.		X	X	X	X
NPS arrowhead displayed to identify the service.	X	X	X	X	
"Federal" exterior image.		X		X	X
Large buses, including articulated or with trailers.		X	X	X	X
Small buses.	X	X	X	X	X
Historic Trolley.	X	X	X	X	X
Double-decker buses (if feasible)	X	X	X	X	

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 12**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education					X
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)					X
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)	X				
Multiple routes with hop-on and hop-off flexibility	X				
Make it easy to use public transit instead	X				
Shuttle services to/from remote parking areas	X				
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)	X				
Improve pedestrian information (maps, up-to-the-minute informational displays)			X		
Provide interactive visitor informational kiosks					X
<b>Educational Approaches</b>					
Live guides or driver guides			X		
Choice of audio or language					X
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.)	X				

Vehicle Appearance and Type (check as many as you wish)	Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.				
Exterior and interior advertising allowed.	X			
Brightly colored exterior with fun graphics.				
NPS arrowhead displayed to identify the service.				
"Federal" exterior image.				
Large buses, including articulated or with trailers.	X			
Small buses.	X			
Historic Trolley.				
Double-decker buses (if feasible)	X			
	Restrooms	X	X	
	Ticket booths	X	X	
	Shelter	X	X	X
	Seating	X	X	X
	Sign identifying top location	X	X	X
	Orientation maps	X	X	X
	Electronic signs showing wait times		X	
	Public telephones	X		

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 13**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education		X			
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)		X			
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)		X			
Multiple routes with hop-on and hop-off flexibility	X				
Make it easy to use public transit instead			X		
Shuttle services to/from remote parking areas	X				
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)	X				
Improve pedestrian information (maps, up-to-the-minute informational displays)	X				
Provide interactive visitor informational kiosks		X			
<b>Educational Approaches</b>					
Live guides or driver guides		X			
Choice of audio or language		X			
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.)		X			

Vehicle Appearance and Type (check as many as you wish)		Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
		1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.	X				
Exterior and interior advertising allowed.			X		
Brightly colored exterior with fun graphics.			X	X	X
NPS arrowhead displayed to identify the service.	X	X	X	X	X
"Federal" exterior image.		X		X	X
Large buses, including articulated or with trailers.	X	X	X	X	X
Small buses.	X	X	X	X	X
Historic Trolley.		X	X	X	X
Double-decker buses (if feasible)	X				

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 14**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education			X		
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)	X				
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)				X	
Multiple routes with hop-on and hop-off flexibility		X			
Make it easy to use public transit instead		X			
Shuttle services to/from remote parking areas		X			
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)		X			
Improve pedestrian information (maps, up-to-the-minute informational displays)	X				
Provide interactive visitor informational kiosks				X	
<b>Educational Approaches</b>					
Live guides or driver guides		X			
Choice of audio or language			X		
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.		X			

Vehicle Appearance and Type (check as many as you wish)	Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.				
Exterior and interior advertising allowed.				
Brightly colored exterior with fun graphics.	X			
NPS arrowhead displayed to identify the service.	X			
"Federal" exterior image.				
Large buses, including articulated or with trailers.				
Small buses.	X			
Historic Trolley.	X			
Double-decker buses (if feasible)				
	Restrooms			
	Ticket booths			
	Shelter	X	X	X
	Seating	X	X	X
	Sign identifying top location	X	X	X
	Orientation maps	X	X	X
	Electronic signs showing wait times			
	Public telephones			

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**

**National Park Service**

**Comment ID: 15**

*Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all*

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education				X	
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)	X				
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)	X				
Multiple routes with hop-on and hop-off flexibility	X				
Make it easy to use public transit instead			X		
Shuttle services to/from remote parking areas			X		
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)	X				
Improve pedestrian information (maps, up-to-the-minute informational displays)	X				
Provide interactive visitor informational kiosks		X			
<b>Educational Approaches</b>					
Live guides or driver guides		X			
Choice of audio or language			X		
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.)		X			

Vehicle Appearance and Type (check as many as you wish)		Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
		1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.	X				
Exterior and interior advertising allowed.		X	X	X	
Brightly colored exterior with fun graphics.			X		X
NPS arrowhead displayed to identify the service.		X			X
"Federal" exterior image.		X			X
Large buses, including articulated or with trailers.		X			X
Small buses.	X	X			
Historic Trolley.	X				X
Double-decker buses (if feasible)					

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 16**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education				X	
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)		X			
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)		X			
Multiple routes with hop-on and hop-off flexibility	X				
Make it easy to use public transit instead	X				
Shuttle services to/from remote parking areas	X				
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)	X				
Improve pedestrian information (maps, up-to-the-minute informational displays)	X				
Provide interactive visitor informational kiosks	X				
<b>Educational Approaches</b>					
Live guides or driver guides				X	
Choice of audio or language		X			
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.)		X			

Vehicle Appearance and Type (check as many as you wish)	Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.	X			
Exterior and interior advertising allowed.				
Brightly colored exterior with fun graphics.				
NPS arrowhead displayed to identify the service.	X		X	
"Federal" exterior image.				
Large buses, including articulated or with trailers.				
Small buses.				
Historic Trolley.				
Double-decker buses (if feasible)			X	
	Restrooms	X		
	Ticket booths	X		
	Shelter		X	
	Seating	X	X	X
	Sign identifying top location	X	X	X
	Orientation maps	X	X	X
	Electronic signs showing wait times	X	X	
	Public telephones		X	

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 17**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education			X		
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)		X			
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)	X				
Multiple routes with hop-on and hop-off flexibility		X			
Make it easy to use public transit instead	X				
Shuttle services to/from remote parking areas		X			
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)				X	
Improve pedestrian information (maps, up-to-the-minute informational displays)	X				
Provide interactive visitor informational kiosks		X			
<b>Educational Approaches</b>					
Live guides or driver guides			X		
Choice of audio or language			X		
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.			X		

Vehicle Appearance and Type (check as many as you wish)		Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
		1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.	X				
Exterior and interior advertising allowed.		X			
Brightly colored exterior with fun graphics.		X	X		
NPS arrowhead displayed to identify the service.		X	X	X	X
"Federal" exterior image.		X	X	X	X
Large buses, including articulated or with trailers.		X	X	X	X
Small buses.	X	X	X	X	X
Historic Trolley.	X	X	X	X	
Double-decker buses (if feasible)		X	X		

**Washington, DC Visitor Transportation Study for the National Mall and Surrounding Park Areas**  
**National Park Service** **Comment ID: 18**

Rate each item on scale of 1-5: 1-most important, 2-important, 3-neutral, 4-less important, 5-not important at all

Potential Service Characteristics and Improvements	Most Important.....Not Important				
	1	2	3	4	5
<b>Transit Services</b>					
One type of visitor transportation focusing on education			X		
Multiple service types focusing on different visitor needs (e.g. levels of interpretation, range of costs, etc.)	X				
Multi-modal options including different types of services (buses, bicycles, rickshaws, golf carts, water taxis, etc.)				X	
Multiple routes with hop-on and hop-off flexibility	X				
Make it easy to use public transit instead		X			
Shuttle services to/from remote parking areas	X				
<b>Other Tools</b>					
Parking restriction combined with improved transit (e.g. no parking on the National Mall)	X				
Improve pedestrian information (maps, up-to-the-minute informational displays)	X				
Provide interactive visitor informational kiosks	X				
<b>Educational Approaches</b>					
Live guides or driver guides			X		
Choice of audio or language			X		
Multiple approaches (e.g. electronic messages, camera close ups, audio, written materials, etc.)	X				

Vehicle Appearance and Type (check as many as you wish)	Facilities Needed at Transit Stops (check as many types of facilities as you feel are needed for each type of stop, listed by column)			
	1-Major stops near subways	2-Near parking	3-Transfer stops	4-Pick up stops
Simple, non-commercial, dignified exterior.				
Exterior and interior advertising allowed.				
Brightly colored exterior with fun graphics.	X			
NPS arrowhead displayed to identify the service.	X			
"Federal" exterior image.				
Large buses, including articulated or with trailers.				
Small buses.	X			
Historic Trolley.	X			
Double-decker buses (if feasible)	X			
	Restrooms	X	X	
	Ticket booths	X	X	
	Shelter	X	X	X
	Seating			
	Sign identifying top location	X	X	X
	Orientation maps	X	X	X
	Electronic signs showing wait times			
	Public telephones			



## **Appendix E - Public Agency Letters**

1. Comment Letter from the National Capital Planning Commission
2. Comment Letter from the Maryland Department of Transportation
3. Comment Letter from the Downtown DC Business Improvement District

Karen/Ally - physical file  
copy me 4/15/04



401 9th Street, NW  
North Lobby, Suite 500  
Washington, DC 20576  
Tel 202 482-7200  
Fax 202 482-7272  
www.ncpc.gov

**Commission Members**

**Presidential Appointees**

John V. Cogbill, III, Chairman  
Richard L. Friedman  
Jose L. Galvez, III

**Mayoral Appointees**

Arrington Dixon  
Dr. Patricia Elwood

**Ex Officio Members**

Secretary of Defense  
The Honorable Donald H. Rumsfeld

Secretary of the Interior  
The Honorable Gale A. Norton

Administrator  
General Services Administration  
The Honorable Stephen A. Perry

Chairman  
Committee on Governmental Affairs  
United States Senate  
The Honorable Susan M. Collins

Chairman  
Committee on Government Reform  
U.S. House of Representatives  
The Honorable Tom Davis

Mayor  
District of Columbia  
The Honorable Anthony A. Williams

Chairman  
Council of the District of Columbia  
The Honorable Linda W. Cropp

**Executive Director**

Patricia E. Gallagher, AICP

IN REPLY REFER TO:  
NCPC File No. 6206

March 8, 2004

Ms. Vikki Keys  
Acting Superintendent  
National Park Service  
900 Ohio Drive, SW  
Washington, DC 20242

**Re: NCPC comments regarding the National Park Service, Washington, DC  
Visitor Transportation Study**

Dear Ms. Keys:

The National Capital Planning Commission (NCPC) supports the efforts of the National Park Service (NPS) to explore the future needs of visitors in an effort to plan for their future mobility throughout the Washington, D.C. area. As the central planning agency for the federal government in the National Capital Region, NCPC takes great interest not only in maintaining the quality of Federal development throughout the region, but also in preserving the quality of life for metropolitan area residents, workers, and visitors. As part of this interest, NCPC feels that any transportation planning efforts undertaken by the NPS must recognize that the Monumental Core and other national parks located throughout the District are for the enjoyment of local District residents and workers, in addition to local and out-of-town visitors.

The National Mall, East and West Potomac Parks, and other national parks located within the District comprise a system of parks that is located within an urbanized area. This setting makes transportation planning efforts for future park system patrons unique when compared to planning for the mobility needs of other national parks, which are mostly located in more rural, isolated parts of the country. As a result, local NPS transportation planning efforts should enhance accessibility to these national parks for District residents and workers, along with local and out-of-town visitors, while at the same time complementing the transit needs of the city. The NCPC "Extending the Legacy" Plan offers a transportation solution to this issue, through its recommendation of an advanced supplementary

Ms. Vikki Keys

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transit system connecting existing and future attractions in the Monumental Core to Metro. This transit system is called the “Circulator” and is envisioned to be a “system-within-a-system”, allowing passengers to enjoy the city at street level.

The Circulator, when fully implemented, will serve as a transportation link between the central employment area, the Monumental Core, Georgetown, and the Southwest Waterfront. As a result, the Circulator would provide a strong connection between the Monumental Core and the overall “urban” fabric of the District. Downtown workers, shoppers, and residents would have better access to the Monumental Core and Monumental Core visitors would have better access to the restaurants and other commercial establishments located within the central employment area and Georgetown. Furthermore, the newly formed Circulator connections between the Southwest Waterfront and other currently vibrant areas of the District would help to foster the on-going revitalization efforts at the Waterfront and link the Monumental Core area to this important area of future economic growth and commercial activity.

The fully implemented, four-route Circulator system will provide comprehensive, non-interpretive transit service between several District commercial hubs, the Monumental Core, and other national parks located within the District. Circulator service is projected to run frequently (five-minute headways during peak times) and maintain a relatively inexpensive fare structure, which would likely include a 1-day pass for less than \$5.00.

The demand for a non-interpretive, frequent, inexpensive, easy-to-use transit system as envisioned in NCPC’s Legacy Plan is conspicuously reflected in the NPS “Washington, D.C. Visitor Transportation Study”. The demand for this service is separate from and in addition to the demand for interpretive services. Data from the NPS survey supporting this fact include:

- “Less than one-fifth (18 percent) of all visitors surveyed had used sightseeing services in the metropolitan Washington, DC area during their current trip...”,
- “Seventy percent of respondents surveyed indicated that they would be willing to park 15 to 30 minutes from the National Mall/Memorial area if frequent shuttle service were available to take them to major attractions...”,
- “Fifty percent of respondents were willing to wait a maximum of fewer than ten minutes [between shuttle pick-ups].”,

Ms. Vikki Keys

Page 3

- “At least 59 percent of those surveyed indicated that they would purchase a per day pass for service ‘Without Commentary’ for \$10 or less”.

In addition to fulfilling the demand for this type of service as shown in your study, the Circulator would benefit the District of Columbia by reducing traffic congestion, improving air quality, and supporting economic development in the central employment area. The federal government would benefit through improved services for visitors to federal facilities and attractions, reduced congestion along the Mall, a potential reduction in the costs and administration of federal shuttle van services, and partial mitigation of the negative impacts resulting from the street closures associated with federal security measures.

With respect to interpretive transportation services, we believe that the NPS and future park system patrons may be better served by allowing more than one concessionaire to provide interpretive tours for the NPS and the national parklands located within the District. A situation with multi-concessionaires would allow competition to ensure that the price of these services are minimized for the consumer and also provide the consumer with a better product, through more modern vehicles and better service.

The Circulator would not only fulfill a key transportation element of the Legacy Plan, but also fulfill the NPS’s vision of providing enhanced transportation services to provide for the mobility of future visitors to the Monumental Core and other national parks located within the District. Thus, we invite the NPS to work with the Circulator working group, which is comprised of NCPC, WMATA, Downtown Business Improvement District, and DDOT, and recommend that the NPS assist this group in implementing the Circulator system.

We appreciate the opportunity to review the key findings and conclusions of the Washington, D.C. Visitor Transportation Survey and look forward to participating in any National Park Service planning efforts in the future. If you have any questions regarding the above comments, please direct them to Mr. Michael Weil, who may be reached by telephone at (202) 482-7253.

Sincerely,



Patricia E. Gallagher, AICP  
Executive Director

cc: Mr. Terry Carlstrom  
National Park Service

Mr. John Parsons  
National Park Service

Ms. Susan Spain  
National Park Service

Mr. Kingdon Gould III  
Downtown Business Improvement District

Mr. Dan Tanglerlini  
District Department of Transportation

Mr. Edward Thomas  
Washington Area Metropolitan Transit Authority



**Maryland Department of Transportation**  
The Secretary's Office

**Robert L. Ehrlich, Jr.**  
Governor

**Michael S. Steele**  
Lt. Governor

**Robert L. Flanagan**  
Secretary

**Trent M. Kittleman**  
Deputy Secretary

January 29, 2004

  
Ms. Vikki Keys  
Acting Superintendent  
National Park Service  
National Capital Parks-Central  
900 Ohio Drive, SW  
Washington DC 20024-2000



Dear Superintendent Keys:

Thank you for the invitation to assist the National Park Service (NPS) in preparing future visitor transportation services for the National Mall and surrounding sites and destinations. The Maryland Department of Transportation (MDOT) applauds the efforts of the NPS to enhance visitors' experiences through transportation improvements. At this time, however, MDOT is unable to participate in these particular activities.

Thank you again for your letter. This Department will continue to partner with the NPS on future issues that more directly involve the State's transportation facilities. If you have any questions, please do not hesitate to contact Mr. Douglas H. Simmons, the State Highway Administration's (SHA) Deputy Administrator for Planning and Engineering, at 410-545-0411, 1-888-204-4828, or [dsimmons@sha.state.md.us](mailto:dsimmons@sha.state.md.us). SHA will be pleased to assist you.

Sincerely,



Robert L. Flanagan  
Secretary

cc: Mr. Neil J. Pedersen, Administrator, SHA  
Mr. Douglas H. Simmons, Deputy Administrator for Planning and Engineering, SHA  
Mr. Robert Smith, Administrator, Maryland Transit Administration



**DOWNTOWN DC**  
*Business Improvement District*

March 1, 2004

Ms. Susan Hinton  
Transportation Planner  
National Park Service – National Capital Parks Central  
900 Ohio Dr, SW  
Washington, DC 20024-2000

Dear Ms. Hinton:

The Downtown DC Business Improvement District (DBID) applauds the National Park Service for conducting the Washington DC Visitor Transportation Survey 2003. The Downtown BID understands that the Park Service is using this survey as part of its process to determine what type of transportation and interpretation services it should offer visitors to the National Mall and Monuments areas after its current interpretive tour concession agreement expires. The DBID's comments and recommendations are intended to help the Park Service make the best decision based on both the results of its own survey and on transportation planning work that has been completed by other federal and local transportation planning organizations over the last several years.

Unlike most other National Park Areas, visitors to the Washington DC's National Parks, especially those who visit the National Capital Parks Central area, flow freely into and out of the areas designated as national parks throughout the course of a day without ever being aware whether they are inside or outside of the park boundaries. Therefore, visitors to the National Parks in Washington are really visitors to the District of Columbia and the Washington region who are shared by all institutions and attractions that welcome and serve them. Visitors to the National Capital Parks are also the residents and workers in the District of Columbia for whom these parklands represent the largest available green-space in their everyday lives.

The DBID, like the National Park Service, and many other visitor oriented organizations in Washington, is dedicated to creating a first class environment and experience for our common visitors. The DBID strongly recommends, therefore, that the criteria that the National Park Service uses to determine what services will be offered to Washington's visitors (on roadways that it controls) will place the highest value on providing the greatest number of visitor with high quality transportation and interpretation choices.

The DBID believes that it is important to create an easy, seamless, and high quality experience for Washington's visitors, regardless of which destinations they visit, how they choose to move between destinations, or when their visits occur.

The National Park Service's Washington DC Visitor Transportation Survey 2003 leads us to conclude that visitors desire several different transportation options, rather than a one size fits all service.

Since 1968, Tourmobile has been the exclusive interpretive transportation concessionaire of the National Park Service on the Mall and in the Monuments area. The survey indicated that fewer than 10% of visitors to the National Mall and Monuments areas avail themselves of this service.<sup>1</sup> An additional eight percent of visitors use other private companies for interpretive tour transportation. Fully 82% of visitors surveyed use no interpretive or non-interpretive transportation service to travel between the major destinations in the Mall/Monuments areas. The percentage of visitors surveyed who use the services available is almost identical to the percentage of visitors who say that the existing interpretive transportation options are cost prohibitive.

Most instructive is the survey finding that an identical percentage of visitors desire non-interpretive transportation between attractions as desire in depth interpretive transportation. However, when asked about their demand based on a range of prices for service, between 61% and 79% of respondents desired non-interpretive transportation between destinations using fixed daily price of \$3-\$7, while only 29% - 39% desired in-depth commentary interpretive tours when priced between \$15 - \$25 per day. There was relatively little price sensitivity for those who desired introductory orientation transportation with a maximum of 59% desiring such service when priced at \$6 per day.

The most relevant findings to address the Downtown DC BID's desire to ensure high satisfaction in transportation among visitors to Washington are that:

1. Visitors desire both interpretive and non-interpretive transportation services
2. Visitors have a stronger preference for interpretive service when priced below what is currently offered from Washington's interpretive tour services.
3. Visitors desire inexpensive, non-interpretive transportation routes between destinations, and a fare structure, that are not currently available from Metrobus, or any other transportation provider.

The data suggest that 20% more visitors would use non-interpretive-, rather than interpretive-transportation, when given the choice between them at prices that could realistically be offered by the market.

There are a number of other relevant findings in the survey data. These include:

1. a very high majority (79%) are willing to pay \$3 per day for all-day non-interpretive transportation.
2. a majority of visitors are willing to pay as much as \$10/day for all-day non-interpretive transportation,
3. a high desire to use all-day passes for transportation between destinations;
4. the majority of people who drive to the Mall area find both driving and parking difficult.
5. a willingness among those who drive to the Mall to park at remote locations and be bussed to the Mall area;
6. the vast majority of those who use interpretive tour services are satisfied with them. This percentage is so high that it is fair to conclude that there is high satisfaction irrespective of the provider, or the level of regulation.

These findings from the National Park Service's Study lead us to make recommendations on the types and levels of services in two major categories: types of service and routes.

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<sup>1</sup> Only 18% of visitors use interpretive tours and 54% of these people use Tourmobile, to which the Park Service has issued an exclusive concession agreement.

Category 1: Types of services that should be offered and the nature of these services:

The survey indicates preferences for a variety of types of transportation that includes no interpretation as well as different levels of interpretation. DBID recommends that the Park Service seriously consider enabling several different types of transportation services for Washington's visitors. At a minimum, the Park Service should seek to provide low cost public transportation without interpretation that links destinations on the Mall, the National Monuments, public transit stations, and off-the-Mall destinations in the downtown. To this end, the DBID recommends that the Park Service work with the Downtown Circulator working group to implement phase II Circulator service in the Mall/ Monuments areas.

Secondly, the DBID recommends that the Park Service consider expanding the number of interpretive tour services allowed to compete for visitors on the Mall. Licensing three or four different interpretive tour services could offer advantages to visitors, the Park Service, and concessionaires. For example, competition would enable companies to be more responsive to market demand and would encourage niche services. Companies would compete for the reputation of providing the best historical information, the most context and the most engaging presenters. Competitors would have market driven incentives to regularly modernize their fleets. Visitors would benefit from price competition. And, finally, by creating a limited competitive environment, the Park Service should be able to reduce its own need (and that of its concessionaire) to negotiate for changes in services, to oversee and audit accounts, and to provide facilities on National Park land.

Category 2: Routes, Street Configuration and Usage

- 1) With respect to routes for non-interpretive service, The DBID recommends that the Park Service adopt the routes laid out as Phase II of the Downtown Circulator operating plan. A route map of the plan is attached to this letter. These routes were developed by four major Washington planning organizations including the National Capital Planning Commission, The Washington Metropolitan Area Transit Authority; the District Department of Transportation and the Downtown DC BID. These four groups have worked in collaboration over the last 5 years to develop a plan to provide frequent and inexpensive public transportation services to Washington's visitors, including those to the Mall and Monuments. This plan, and its routes, was developed in response to the federal governments guiding planning document for the monumental core, the NCPC Extending the Legacy plan. It looked at visitor travel and tourism patterns throughout Washington and was designed to maximize service to the largest number of potential users.

It is the understanding of the DBID that the Park Service is free to collaborate with the public agencies that have developed this plan now, so that it can be implemented after the expiration of the existing concession agreement. There is no consensus on who would be hired to operate the two Phase 2 routes that run on Park Service property, therefore, this service could be operated either by WMATA under a fee for service contract or bid out to a private operator.

- 2) With respect to private companies that offer interpretive transportation services, the DBID recommends that the Park Service consider allowing private companies to choose their own routes based on the type of tour each provides. The Park Service may want to consider implementing a coordination, rather than a control, function for such transportation service. Each private operator could be required to file a plan with the superintendent and to negotiate

timetables with the Park manager. Stops for all transportation services could be determined by the Park Service and shared by all transportation operators.

In conclusion the Downtown DC BID is pleased to offer comments on the future of visitor transportation on Mall and in the Monuments areas of Washington. Based on its own work, and a thorough review of the Park Services Visitor Transportation Survey, the BID strongly suggests that the Park Service ensure that visitors to Washington have easy access to both interpretive and non-interpretive transportation service. The BID encourages the Park Service to make an affirmative decision to collaborate with the Downtown Circulator Planning Group and to adopt and implement its phase 2, non-interpretive transit routes as soon as is feasible. Further, the BID recommends that the Park Service expand the provision of privately provided interpretive transportation in coming years.

Thank you for considering these comments and please do not hesitate to call upon our staff they can clarify any of the points made in this letter.

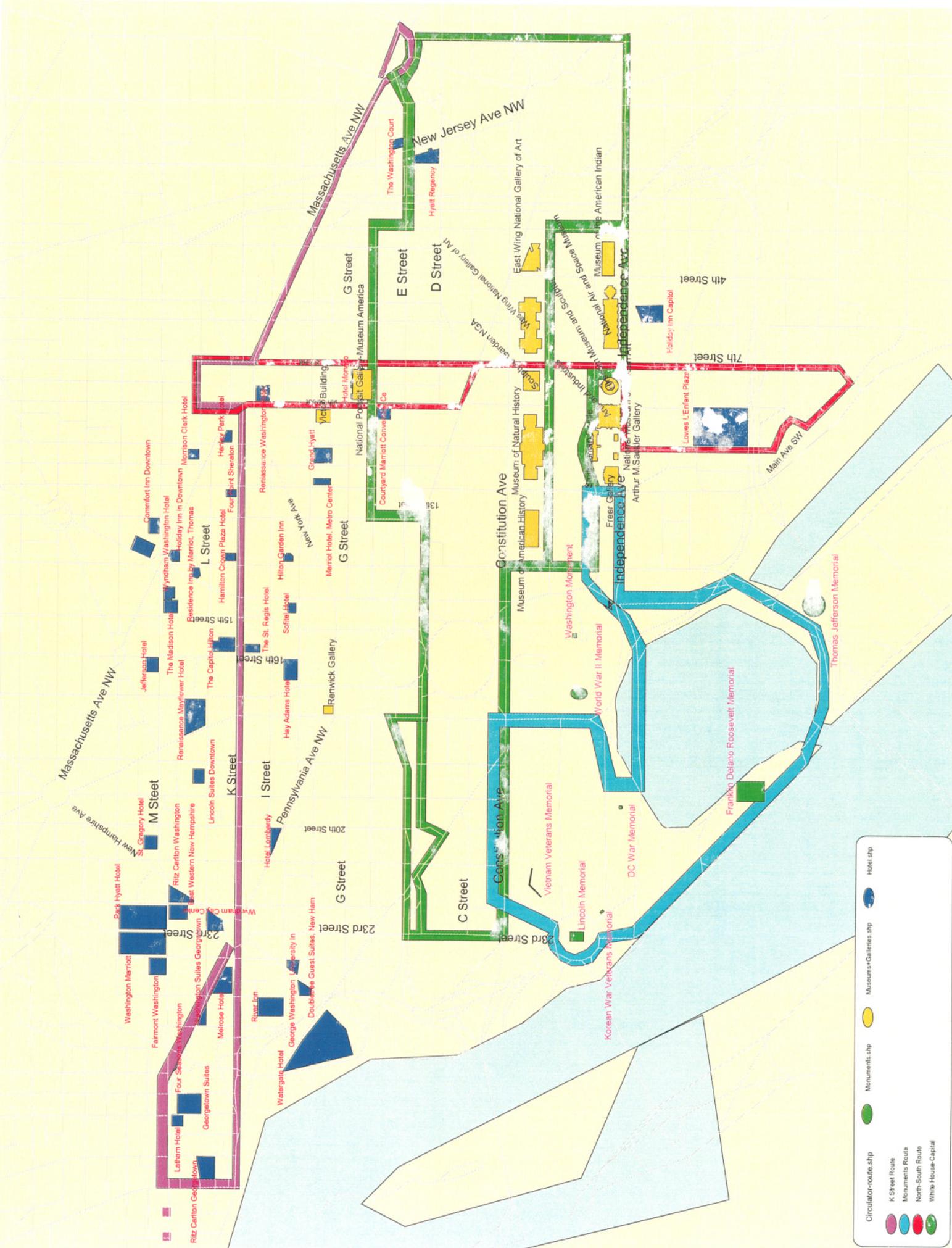
Sincerely yours,

A handwritten signature in blue ink that reads "Kingdon Gould III". The signature is fluid and cursive, with the last name "Gould" being particularly prominent.

Kingdon Gould III  
Chairman

Attachment – Downtown Circulator Route Map

cc. Vicki Keys, NPS  
Terry Carlstrom, NPS  
Dan Tanglerlini, Ddot  
Patty Gallagher, NCPC  
Edward Thomas, WMATA



**Circulator-route.shp**

- K Street Route
- Monuments Route
- North-South Route
- White House-Capitol

**Monuments.shp**

- Monuments
- Museums-Galleries.shp
- Hotels.shp

Massachusetts Ave NW

Massachusetts Ave NW

New Jersey Ave NW

G Street

E Street

D Street

4th Street

7th Street

Main Ave SW

L Street

K Street

I Street

G Street

G Street

Constitution Ave

Independence Ave

G Street

23rd Street

M Street

15th Street

16th Street

Jefferson Hotel

The Madison Hotel

Renaissance Mayflower Hotel

The Capital Hilton

Hamilton Crown Plaza Hotel

Four Seasons Sheraton

Renaissance Washington

Hilton Garden Inn

Marriott Hotel, Metro Center

Grand Hyatt

Victory Building

Hotel Monaco

Washington Marriott

Fairmont Washington

Four Seasons Washington

Washington Suites Georgetown

Georgetown Suites

Watergate Hotel

River Inn

George Washington University In

Doubletree Guest Suites, New Ham

Washington Marriott

Pratt Hyatt Hotel

Gregory Hotel

Washington Marriott

Fairmont Washington

Four Seasons Washington

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